

Rachelle Rien

Support Manager

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📍 1234 Elm St, Colorado Springs, CO 80903

Education

Bachelor of Business Administration in Customer Support Management at University of Colorado Boulder, CO

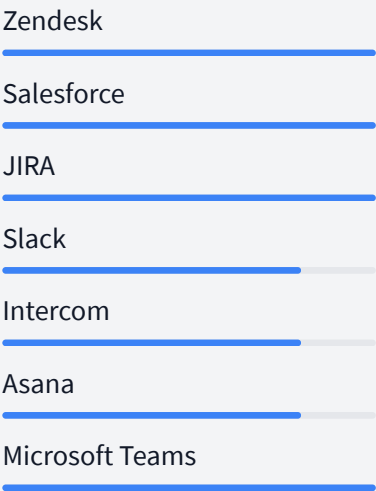
Aug 2016 - May 2021

Relevant Coursework:
Customer Service Management, Operations Management, Human Resources Management, Marketing, Business Analytics, Organizational Behavior, Project Management, Strategic Management, and Business Communication.

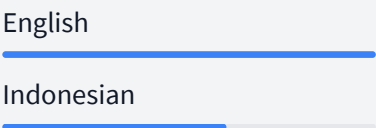
Links

[linkedin.com/in/rachellerien](https://www.linkedin.com/in/rachellerien)

Skills



Languages



Profile

Results-driven Support Manager with 2 years of experience in leading support teams to provide exceptional customer service. Adept at implementing efficient processes, utilizing data-driven insights, and fostering a positive work environment. Proven track record of boosting customer satisfaction rates, reducing response times, and increasing team productivity.

Employment History

Support Manager at SupportManager CO, CO

Feb 2023 - Present

- Reduced average response time for customer inquiries by 35% within the first year, resulting in increased customer satisfaction rates from 75% to 92%.
- Implemented a new knowledge base system and streamlined support processes, leading to a 25% reduction in support tickets and a 15% increase in first contact resolution.
- Successfully led a team of 10 support representatives, increasing their productivity by 20% and reducing staff turnover by 30% through effective coaching, training, and performance management strategies.

Assistant Support Manager at TechSupport Inc., CO

Aug 2021 - Jan 2023

- Successfully led a team of 10 support representatives to achieve a 95% customer satisfaction rating, resulting in a 30% increase in positive feedback and a 15% decrease in customer complaints within one year.
- Streamlined the support ticket process by implementing a new ticketing system, which reduced response time by 35% and increased the issue resolution rate by 25% within six months.
- Developed and executed a comprehensive training program for new hires, improving their onboarding experience and reducing their learning curve by 50%, leading to a higher retention rate and better overall performance.

Certificates

ITIL (Information Technology Infrastructure Library) Certification

Sep 2021

HDI Support Center Manager Certification

Jan 2020

Memberships

International Customer Service Association (ICSA)

Institute of Customer Service (ICS)