

# Beata Gansz

Customer Service Manager

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📍 Newark, NJ

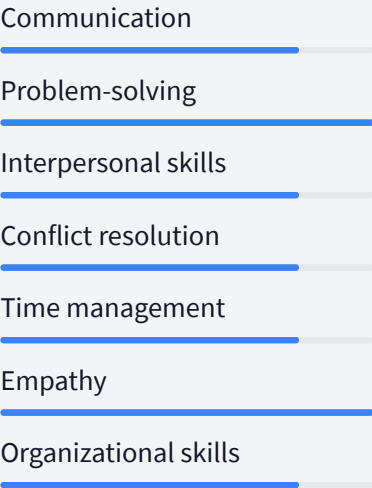
## EDUCATION

**Associate's Degree in Customer Service Management at Berkeley College, NJ**  
Sep 2016 - May 2020  
Relevant Coursework: Business Communications, Customer Relations, Human Resource Management, Business Ethics, Marketing and Sales, and Financial Management.

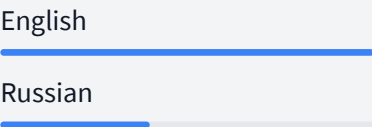
## LINKS

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

## SKILLS



## LANGUAGES



## HOBBIES

Reading  
Cooking  
Gardening

## PROFILE

I am an experienced Customer Service Manager with over 3 years of experience in developing and leading customer service teams. I have a successful track record of achieving customer satisfaction goals while managing a team of 20 customer service representatives. I excel in customer service operations and possess strong organizational, communication, problem-solving, and leadership skills. My areas of expertise include customer experience management, customer service training, and customer retention strategies. I am highly capable of creating and implementing customer service policies to ensure customer satisfaction.

## EMPLOYMENT HISTORY

- **Customer Service Manager at Amazon Web Services, NJ**  
Dec 2022 - Present
  - Developed and implemented a customer service training program which reduced the average response time by 45% within six months.
  - Streamlined overall process for handling customer complaints, resulting in an 80% decrease in complaint resolution times.
  - Established key performance indicators to monitor team progress which led to a 15% increase in employee productivity over 12 months.
- **Customer Service Representative at JPMorgan Chase & Co., NJ**  
Jul 2020 - Nov 2022
  - Achieved a 98% customer satisfaction rating by responding to inquiries and resolving complaints within tight timeframes. This enabled customers to receive the help they needed quickly, leading to improved customer loyalty.
  - Exceeded monthly call volume goals for 6 consecutive months with an average of 200 calls per day while maintaining quality assurance standards at 95%.
  - Resolved complex account issues on behalf of clients in over 500 cases, resulting in greater financial stability for our customers and reducing their stress levels significantly.

## CERTIFICATES

**Certified Customer Service Professional (CCSP)**  
Oct 2021  
**Certified Quality Management System Lead Auditor**  
Mar 2020

## MEMBERSHIPS

**International Customer Service Association (ICSA)**  
**National Customer Service Association (NCSA)**