

# George Smith

## Customer Experience Manager

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### Profile Summary

Dynamic and results-driven Customer Experience Manager with over 10 years of experience in enhancing customer satisfaction and loyalty through strategic planning, process improvements, and team leadership. Proven record of identifying customer needs and leading cross-functional teams to deliver exceptional service solutions at scale.

### Work Experience

#### Senior Customer Experience Manager

XYZ Retailers Inc.

1st Jan, 2018 - Present

- Spearheaded a team of 15 to enhance customer satisfaction by 25% through targeted service improvements and effective communications.
- Introduced a customer feedback system that increased actionable feedback collection by 40%.
- Collaborated with product development to roll out new features that reduced user issues by 15%, directly boosting client retention.

#### Customer Service Manager

Legacy Solutions Ltd.

1st May, 2012 - 31st Dec, 2017

- Managed a departmental team of 20, achieving a 30% reduction in customer complaints within first year.
- Implemented a cross-training program that increased service delivery efficiency by 20%, leading to a 10% revenue increase.
- Streamlined service processes which cut average handling time by 35% and increased customer loyalty by 15%.

### Education

#### Harvard University

Master of Business Administration

1st Sep, 2010 - 31st May, 2012

#### University of Illinois

Bachelor of Science in Business Administration

1st Sep, 2006 - 31st May, 2010

### Skills

Customer Experience Strategy, Team Leadership, Service Improvements, Communication, Project Management

## **Notable Projects**

### **Customer Service Revamp Project**

Led an initiative to revamp the customer service protocol at XYZ Retailers Inc., resulting in a customer satisfaction increase of 25%.

## **Certifications**

### **Certified Customer Experience Professional (CCXP)**

Issued by Customer Experience Professionals Association, 10th Oct, 2021

## **Awards**

### **Excellence in Customer Experience Award**

Awarded by Customer Experience Professionals Association, 1st Dec, 2019