

Alex Taylor

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SUMMARY

Motivated professional leveraging 8+ years of experience in customer-facing roles, seeking to transition into Project Management. Skilled in communication, organization, and cross-functional collaboration, eager to apply transferable strengths in a new career direction.

KEY SKILLS & COMPETENCIES

Team Leadership & Supervision

Project Planning & Coordination

Client Relationship Management

Process Improvement

Time Management

Conflict Resolution

Technical Proficiency: MS Office Suite, Trello

RELEVANT EXPERIENCE & ACHIEVEMENTS

Team Leadership

- Supervised, trained, and mentored a team of 10 customer service representatives, resulting in improved client satisfaction scores.
- Led cross-department initiatives to implement new communication protocols that increased productivity by 20%.

Project Coordination

- Coordinated logistics for over 50 corporate events, ensuring all deliverables met deadlines and client budgets.
- Utilized project management tools to track progress and delegate tasks efficiently.

Client Service

- Resolved complex customer concerns through active listening and creative problem-solving, earning recognition for excellence in service.
- Built lasting relationships with key clients, contributing to significant repeat business.

PROFESSIONAL EXPERIENCE

Customer Service Supervisor

Bright Solutions Inc., New York, NY | Jan 2018 – Present

- Managed daily operations for customer support team; maintained service quality and workflow efficiency.
- Implemented onboarding and training processes for new hires.

Account Coordinator

City Services Group, New York, NY | May 2014 – Dec 2017

- Coordinated communication between clients and internal teams to ensure successful project deliveries.
- Prepared reports and maintained project documentation.

EDUCATION

Bachelor of Arts in Communications, State University of New York, 2014

Continuing education in Project Management (Coursera, 2023)

