

# Magnolia Curry

## Lead Customer Service Representative

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### STRENGTHS

- Effective Leadership**  
Guided teams with positivity, boosting morale and engagement during high-pressure situations. Staff appreciated my supportive tactics.
- Conflict Resolution**  
Quickly managed crises and resolved disputes, often gaining the trust of concerned parties while restoring harmony.
- Communication Skills**  
Excels in conveying information clearly, helping create both strong internal collaboration and enhancing family understanding.
- Time Management**  
Efficiently prioritized tasks in a busy environment, balancing multiple priorities without compromising quality.
- Adaptability**  
Adjusted strategies based on evolving workplace needs, remaining flexible in supporting both customers and staff.

### SKILLS

Customer Service Management

Team Leadership | Problem Solving

Communication

Scheduling Software

Client Engagement

Operational Efficiency

Feedback Mechanism

Event Coordination | Multi-tasking

Staff Training | Data Entry

Sales Techniques

Relationship Building

Crisis Management | Reliability

### SUMMARY

Passionate customer service professional with over five years in dynamic, fast-paced settings. Led a dedicated customer service team, creating an energetic and collaborative environment that's focused on delivering exceptional support to families and swimmers. Consistently enhanced overall satisfaction through effective communication and conflict resolution. Strong experience in overseeing operations, guiding team members, and implementing productivity improvements, fostering a culture of success and rapid problem-solving. Eager to bring this expertise to SwimWave Solutions and contribute significantly to their mission.

### EXPERIENCE

#### Customer Service Supervisor

Bright Future Academy | March 2021 - Present | Naperville, IL

Overseeing team dynamics in a busy customer service environment, specialized in resolving issues and enhancing client relations. Successfully handled escalated inquiries while training new employees.

- Led efforts for outstanding service across all customer interactions, ensuring swift resolutions and parent engagement.
- Managed resource allocation for projects to ensure team efficiency and low response times.
- Coached representative staff by sharing insight gained from direct feedback with families.
- Implemented strategic practices which improved overall workflow and led to greater user satisfaction ratings.

#### Customer Service Representative

Happy Kids Sports | January 2019 - February 2021 | Aurora, IL

Assisted families with program enrollments while supporting event activities. Contributed directly to streamlining processes for registration.

- Worked collaboratively with team members on optimizing front desk management, leading to reduced wait times.
- Provided high-level assistance during events, enhancing satisfaction and retention rates among participants.
- Gathered customer feedback to yield insights into program improvements.
- Facilitated communication between parents and coaches to address needs effectively.

#### Customer Support Associate

Learning Tree Academy | June 2016 - December 2018 | Champaign, IL

Managed daily front desk duties while aiming to create a welcoming atmosphere for families, focusing mainly on customer queries.

- Achieved impressive satisfaction ratings from families through effective communication and reliable service delivery.
- Responded promptly to inquiries relating to educational programs and administration.
- Initiated system changes that greatly boosted scheduling clarity and communication.
- Trained and oriented new hires on established protocols, setting them up for early success.

### LEADERSHIP & AWARDS

- Employee of the Month - January 2022 at Bright Future Academy
- Customer Satisfaction Excellence Award - 2020 from Happy Kids Sports

### EDUCATION

#### Bachelor of Arts in Communication

University of Illinois | GPA: 3.5 | 2016 | Champaign, IL

**Coursework:** Media Studies, Interpersonal Communication, Public Relations, Organizational Communication

## LANGUAGES

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English Native

Spanish Proficient

## MY CAREER

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● Customer Service Supervisor at Bright Future Academy (5.2 Years)

● Customer Service Representative at Happy Kids Sports (2.1 Years)

● Customer Support Associate at Learning Tree Academy (2.5 Years)

## CERTIFICATIONS

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- Certified Customer Service Professional (CCSP) 📅 2020
- First Aid & CPR Certification 📅 2021

## TECHNICAL SKILLS

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- **Customer Service Software:** Zendesk, Freshdesk, Salesforce
- **Productivity Tools:** Microsoft Office Suite, Google Workspace
- **Communication Platforms:** Slack, Trello, Zoom
- **Scheduling Applications:** Calendly, Acuity Scheduling, Doodle
- **Social Media Management:** Hootsuite, Buffer, Sprout Social
- **Analytical Tools:** Google Analytics, Tableau, HubSpot
- **Time Tracking Programs:** Toggl, Time Doctor, RescueTime
- **Collaboration Software:** Asana, Monday.com, ClickUp
- **Email Marketing Services:** Mailchimp, Constant Contact, Sendinblue
- **Website Management:** WordPress, Wix, Squarespace

## PROFESSIONAL AFFILIATIONS

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- Member of National Customer Service Association
- Volunteer Coach, Local Swim Team

## ADDITIONAL INFORMATION

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**Work Status** : Authorized to work in United States. No sponsorship required.

## REFERENCES

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AVAILABLE ON REQUEST