**Edward Naughton**
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 **Summary of Strengths and Qualifications**

Dependable and dedicated Customer Service Manager, energized by collaborative workplaces and motivational goal-setting. Proactively communicates across organizational levels, displaying positivity and enthusiasm.

**Analytics:** Solutions-oriented and proactive at analyzing processes and customer feedback to identify opportunities to improve service standards and resolve complex problems. Able to leverage strong logical and creative thinking skills to predict project outcomes, control risk, and lay groundwork for success.

**Communications:** Easily communicates both orally and in writing with peers, supervisors, clients, and stakeholders. Employ active listening and mediation skills to identify requirements and build consensus.

**Leadership and Teamwork:** Willingly assumes leadership of team projects, promoting collective success through open dialogue, goal-setting, informed decision-making, providing constructive criticism, and immediately addressing potential conflicts to prevent escalation.

**Technical Proficiencies:** Solid command of Microsoft Office Suite. Able to swiftly learn and apply emerging technologies.

**Professional Experience**

*Ambleside insurance Associates* – Tampa, FL

**Customer Service Team Leader**, 2016 – Present

Provide world-class customer service and support to clients, communicating via telephone and email to address queries and implement solutions to issues.

* Gathered and analyzed customer feedback to develop a new process that reduced trouble ticket response time by 40%.
* Led a team that excelled at a company-wide initiative to increase customer satisfaction, growing positive reviews by 25%.
* Earned certification in new proprietary software, subsequently training 10 team members in its use.

*United Group –* Tampa, FL

**Customer Service Associate**, 2012 – 2016

Gained valuable experience in customer service and client relationship management. Actively listened to customer’s concerns, instilling trust through careful assessment of individual needs and creative problem-solving.

* Provided responsive customer care for hundreds of customers each week.
* Chosen by senior management to write client response scripts that were adopted across the department.
* Earned three “Employee of the Year” awards within a four-year tenure.

**Education**

*Tampa University*, Tampa, FL

Bachelor of Science in Communication Studies, 2012