

## **EIJI RIKU**

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## **OBJECTIVE**

Seeking a managerial position with XXX (company name); a highly organised, motivated and inspiring leader with 5 years of management experience to maintain productivity and quality of service.

## **KEY SKILLS**

- More than 10 years' experience in customer facing and leadership roles
- Ability to create a positive work environment by empowering individual strengths
- Excellent organisational skills and interpersonal skills
- Proven ability to deal with challenging customers and situations

## **WORK EXPERIENCE**

**Customer Service Manager | XXX Security Cooperative Group | November 20XX – Current**

### **Responsibilities**

- Responsible for leading and supervising a team of 30 customer service staff
- Building connections and supporting the wellness of the team to achieve excellence in customer service
- Handling customer complaints and any major incidents such as security issues
- Analysing statistics and other relevant data to determine level of customer service
- Collaborating with HR team and managing staff recruitment

### **Achievements**

Achieved remarkable growth by increasing the customer base by 40% during the year 20XX

Received Employee of the Year Award in 20XX

Promoted to the management role for exceptional organisational skills in 20XX

Customer Service Representative | International Export Limited | April 20XX - October 20XX

### **Responsibilities**

Built and maintained strong relationships with designated customers  
Provided a service point for all order activities and inquiries

### **Achievements**

- Reduced customers' complaints by 30% during the year 20XX
- Resolved an average of 50 inquiries per day

### **Education**

- Bachelor of Business Administration (20XX) - XXX University in Tokyo Japan

### **Qualifications**

- TOEIC 950 (20XX)
- First Aid - Japanese Red Cross Society (20XX)

### **References**

- Available upon request