**EIJI RIKU**

XXXXX street Tokyo Japan | 090-XXXX-XXXX | xxxxx@gmail.com

**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