# JULIAN MERCER

**CUSTOMER SERVICE MANAGER**

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## PROFESSIONAL SUMMARY

Customer Service Manager with 13+ years in telecom contact centers, now managing 5 supervisors and 60 agents handling about 85,000 contacts a month. Improves satisfaction, first-contact resolution, and cost per contact through coaching and process fixes. Rose from agent to manager on consistent results.

## PROFESSIONAL EXPERIENCE

**Customer Service Manager** Mar 2021 - Present
**Verizon, Tampa, FL**

- Manage 5 supervisors and 60 agents in a consumer service center handling about 85,000 calls and chats a month.
- Raised customer satisfaction from 81% to 88% by redesigning call-listening and coaching around the three most frequent complaint reasons.
- Improved first-contact resolution from 69% to 76% by working with product and billing teams to fix recurring bill explanation errors.
- Reduced average handle time by 45 seconds without a satisfaction drop by building a short call-guide for the top 10 contact types.
- Lowered monthly agent attrition from 4.1% to 2.8% through career path talks and consistent schedule bids.
- Partner with workforce management on forecasts and shift plans, keeping service level above 80% in 20 seconds.
- Own a monthly operating budget of $410,000 and report results in a weekly review with the senior director.

**Customer Service Supervisor** Jun 2018 - Feb 2021

- Led a team of 14 agents, coaching through weekly one-on-ones and monitored calls, with 11 team members promoted or moved to specialist roles.
- Created an escalation guide that cut transferred calls to supervisors by about 18%.
- Resolved about 15 escalated customer complaints a week, preventing most from becoming executive or regulator complaints.

**Customer Service Representative** Apr 2016 - May 2018

- Handled 70+ calls a day on billing, plan changes, and device issues, finishing among the top 10% for satisfaction in the center.
- Mentored five new hires in their first 30 days on tools and call control.

**Team Lead** Jun 2013 - Mar 2016
**Sykes Enterprises, Tampa, FL**

- Led a team of 10 agents on a cable provider account, handling escalations and daily huddles.
- Trained 25 new agents on product knowledge and de-escalation during two seasonal ramps.
- Achieved 95% schedule adherence for the team over 12 months through daily coaching and fair break scheduling.

## CORE SKILLS

Contact center management | Coaching and call monitoring | Workforce management | CSAT improvement | First-contact resolution | Escalation handling | Budget management | Salesforce Service Cloud | Genesys | Attrition reduction | Quality assurance | KPI reporting | Process improvement

## EDUCATION

**Bachelor of Science in Business Administration**, University of South Florida, Tampa, FL

## CERTIFICATIONS

Certified Six Sigma Green Belt (CSSGB), ASQ | HDI Customer Service Representative (HDI-CSR), HDI