

Samantha Austin

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SUMMARY

Customer Service Supervisor with 9 years of **call center** and business **customer service experience**, including more than 4 years leading teams of 10 or more representatives. Leads performance coaching, call quality reviews, escalated issue resolution, hiring support, performance reviews, counseling, disciplinary documentation, payroll updates, billing processes, customer relations, and sales focused service. Uses Kronos, spreadsheets, word processing, billing systems, performance metrics, and structured **on the job training** to support consistent operations. Builds dependable teams through clear expectations, practical development plans, and direct feedback. Partners with billing, sales, technical support, and operations teams on customer outcomes and service initiatives. Offers strong English communication, organization, prioritization, integrity, attendance, and project coordination for **business call center** leadership.

EXPERIENCE

Customer Service Supervisor

January 2022 - Present

Riverbend Business Communications

Lexington, KY

Leads a 14 representative **business call center** team, supporting service quality, workforce administration, escalations, coaching, payroll accuracy, and coordinated customer initiatives.

- Set daily expectations for 14 representatives, strengthening service consistency across high volume business queues.
- Reviewed recorded calls and **quality results**, then shaped coaching plans around customer outcomes.
- Resolved complex billing and service escalations through account research, policy interpretation, and clear explanations.
- Conducted **performance reviews**, counseling conversations, and disciplinary documentation for consistent personnel decisions.
- Updated **Kronos** time records and payroll exceptions before deadlines, protecting accurate workforce administration.
- Coordinated **billing, sales**, technical support, and operations responses around recurring customer issues.

Customer Service Team Lead

May 2019 - December 2021

DerbyLink Services

Louisville, KY

Guided daily floor support for a 12 person business service team, balancing queue coverage, representative development, escalations, documentation, and cross team improvement work.

- Balanced queue demands and escalation priorities for a 12 person **business** service team.
- Used call observations and performance reports to improve billing explanations and service recovery.
- Delivered **on the job training** covering system navigation, product knowledge, **customer relations**, and attendance.
- Supported interviews, performance documentation, schedule coordination, and individual improvement follow up.
- Analyzed recurring billing contacts in **spreadsheets**, giving leaders clear patterns for process updates.
- Coordinated customer care and sales projects, tracking actions and deadlines through completion.

Business Customer Service Representative

June 2017 - April 2019

Commonwealth Client Solutions

Frankfort, KY

Supported business customers with account questions, billing explanations, service changes, product information, case follow up, and coordinated issue resolution across specialized teams.

- Managed business contacts involving account questions, billing explanations, service changes, and product information.
- Investigated billing discrepancies through account history and **billing systems**, documenting practical resolutions.
- De escalated difficult interactions through active listening, accurate research, and clear resolution options.
- Identified relevant service and sales opportunities from customer needs during support conversations.
- Maintained organized follow up on open cases and coordinated specialized support across departments.
- Used **word processing**, spreadsheets, and customer systems to document interactions and case details.

PROJECTS

Business Service Quality Review 📅 2024

Created a recurring review approach for recorded calls, quality results, and coaching needs. Connected findings with practical representative development and service standards.

Billing Contact Pattern Review 📅 2021

Analyzed recurring billing and account contacts in spreadsheets, then shared patterns with customer care and sales partners for process updates.

LEADERSHIP & AWARDS

- Recognized for dependable supervision of a 14 representative business customer service team.
- Commended for clear coaching, escalation support, and consistent performance documentation.

- Trusted with accurate Kronos updates and payroll exception review before deadlines.

EDUCATION

Associate of Applied Science in Business Administration

2017

Bluegrass Community and Technical College GPA: 3.5

Lexington, KY

Coursework: Customer Relations, General Accounting, Business Communication, Project Management

CERTIFICATIONS

- Customer Service Leadership Certificate 📅 2022
- Business Administration Certificate 📅 2017

TECHNICAL SKILLS

- **Workforce Management:** Kronos, timekeeping, payroll updates
- **Office Productivity:** Microsoft Word, Microsoft Excel, spreadsheets
- **Billing Operations:** billing systems, billing procedures, account research
- **Call Center Operations:** queue management, call monitoring, service standards
- **Performance Management:** performance metrics, performance reviews, coaching
- **Customer Relations:** customer communication, service recovery, customer support
- **Sales Support:** sales skills, product information, service opportunities
- **People Leadership:** hiring, counseling, representative development
- **Training Methods:** on the job training, feedback, product knowledge
- **Project Coordination:** project management, action tracking, deadline management
- **Accounting Practices:** general accounting, billing reconciliation, discrepancy research
- **Communication Tools:** written communication, verbal communication, call observations

SKILLS

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|--------------------------|--------------------------|-----------------------|----------------------|
| • Customer Service | • Escalation Resolution | • Customer Relations | • Counseling |
| • Call Center Leadership | • Kronos | • Sales Skills | • Project Management |
| • Performance Coaching | • Payroll Administration | • Hiring Support | • Spreadsheets |
| • Quality Monitoring | • Billing Systems | • Performance Reviews | |

PROFESSIONAL AFFILIATIONS

- Business customer service leadership community participant, focused on coaching and service quality.
- Customer relations professional network participant, sharing practical approaches for billing support and escalation resolution.

LANGUAGES

- English (Native)
- Spanish (Beginner)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST