# Gevorg Krawczyk

*Customer Service Manager*

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*Layout style: hybrid*

## Summary

Dynamic Customer‑Service leader with 15 + years of progressive experience in B2B distribution, logistics, and supply‑chain environments. Proven track record of building high‑performing teams, driving continuous‑improvement initiatives, and delivering measurable cost‑savings while elevating customer satisfaction scores above industry benchmarks. Adept at translating complex data into actionable strategies, championing cross‑functional collaboration, and scaling operational processes to support rapid growth. Seeking to leverage deep expertise in service delivery and process optimisation as Customer Service Manager at Imperial Dade.

## Experience

### Customer Service Manager at Imperial Dade

01 Jan 2020 – Present

* Lead a dedicated team of 7 service associates; responsible for full‑cycle hiring, onboarding, performance reviews, and career‑development plans.
* Designed and launched a “First‑Contact Resolution” (FCR) improvement program that lifted FCR from 71 % to 89 % within 12 months, directly reducing repeat contacts and saving an estimated $315 K in labor costs annually.
* Conducted quarterly KPI health‑checks (NPS, CSAT, average handling time, order accuracy) and instituted data‑driven action plans that increased overall CSAT from 84 % to 92 % in 18 months.
* Served as internal consultant to Operations, Finance, and Sales; produced monthly trend analyses identifying recurring invoice discrepancies, leading to a process overhaul that cut invoice‑related complaints by 43 %.
* Spearheaded a cross‑departmental Six‑Sigma project to streamline returns handling, achieving a 27 % reduction in processing time and a $150 K reduction in reverse‑logistics expense.
* Implemented a new task‑management platform (Asana) and standardized SOPs, which improved on‑time ticket resolution from 78 % to 95 % and facilitated remote work during pandemic periods without service degradation.

### Customer Service Team Lead at BlueWave Logistics

01 Mar 2016 – 01 Dec 2019

* Promoted from Customer Service Representative after 18 months; managed a team of 5 and served as escalation point for high‑value accounts (average annual spend $3.2 M).
* Introduced a “Customer Insight Dashboard” in Tableau that visualized real‑time sentiment metrics; enabled proactive outreach that reduced churn by 12 % year‑over‑year.
* Coordinated a pilot “Express Billing” solution reducing invoice generation time from 48 hours to 12 hours, cutting overdue receivables by 18 %.
* Led a 6‑month Kaizen initiative that reengineered order‑entry workflows, resulting in a 22 % increase in order‑processing capacity without additional headcount.

### Customer Service Representative at BlueWave Logistics

01 Jun 2014 – 01 Feb 2016

* Handled inbound inquiries for a portfolio of 300+ B2B clients across the food‑service and healthcare verticals.
* Consistently achieved top‑quartile performance in CSAT (averaging 93 %) and achieved a personal FCR rate of 86 %.

### Operations Analyst (Contract) at GreenTech Solutions

01 Oct 2019 – 01 Dec 2019

* Short‑term assignment focused on analyzing waste‑reduction metrics for a renewable‑energy equipment line.
* Produced a cost‑benefit report that identified a $45 K annual saving by optimizing packaging material usage – a project later adopted company‑wide.

### Senior Customer Service Representative at NorthStar Distributors

01 Jan 2012 – 01 May 2014

* Promoted after 2 years for exemplary performance; mentored new hires and developed a “Best‑Practice Call Script” adopted across the region.

### Customer Service Representative at NorthStar Distributors

01 Jul 2009 – 01 Dec 2011

* Managed order entry, shipment tracking, and issue resolution for a regional distribution network serving over 1,200 accounts.

## Education & Training

### Master of Business Administration (MBA), Supply Chain Management

University of Denver

01 Jan 2014 – 01 Dec 2016

### Bachelor of Business Administration (BBA), Marketing

University of Colorado Boulder

01 Jan 2008 – 01 Dec 2012

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| **Skills**  Leadership & People Development, Customer Experience Management, Continuous Improvement, Project Management, Data Analytics, Distribution & Supply‑Chain Knowledge, Technology Proficiency, Communication, Decision‑Making, Additional Skills  **Languages**  English — Native proficiency  Russian — Professional working proficiency  Armenian — Conversational  **Certifications**  Certified Customer Service Manager (CCSM) | 2017-01-01  Customer Service Institute  Lean Six Sigma Green Belt | 2018-01-01  International Association for Six Sigma Certification  Project Management Professional (PMP) | 2020-01-01  Project Management Institute  **Awards**  First‑Contact Resolution Boost  Raised FCR from 71 % to 89 % at Imperial Dade, delivering $315 K annual labor savings.  Customer Satisfaction Elevation  Increased CSAT from 84 % to 92 % in 18 months through targeted coaching and process redesign.  Invoice Discrepancy Reduction  Cut invoice‑related complaints by 43 % after implementing a new auditing workflow.  Reverse‑Logistics Cost Savings  Achieved $150 K reduction via Six‑Sigma returns‑handling project.  Churn Reduction  Decreased client churn by 12 % at BlueWave Logistics through real‑time sentiment monitoring. | **Interests**  Trail hiking & backcountry camping  Small‑batch coffee roasting  Chess (competitive club player)  **References**  **References**  Available upon request. |