

Ryan Marsh

SERVICE QUALITY MANAGER

 info@resumekraft.com

 202-555-0120

 Chicago, Illinois, US

 linkedin.com/resumekraft

Skills



Languages



Awards

Recognition Appreciation
from CEO - Silver Award
2019-2020
PT Allianz Life NY

Finalist of "Mahasiswa
Berprestasi FISIP
Universitas 2011 NY" -
Social Society
University of NY

PPA/ BBM Scholarship
2009-2010
University of NY

Summary

Possess six years of professional experience as Service Quality. Comprehensive written and verbal communication skills. Ability to work independently as well as part of a team.

Experiences

Service Quality Assistant Manager

PT Allianz Life NY *Jan 2017 - Present*

- Create customer journey mapping for customer
- Identify service gaps in customer experience touchpoints and develop reinforcement initiatives to enhance customer experience
- Work closely with key stakeholders in sales, operation, and other workstreams to understand the challenges and customer pain points and provide insights for improvement
- Conduct customer experience survey
- Analyze reports, collect customer feedback and identify strategies to enhance customer experience

Service Quality and Improvement Senior Staff

PT Dwidaya World Wide *Jul 2016 - Dec 2016*

Service Quality Staff

PT Equity Life NY *Feb 2015 - Jul 2016*

Service Quality Officer

PT Bank ANZ NY *May 2013 - Feb 2015*

Education

Social Science and Political Science Faculty

San Jose State University *Sep 2008 - Jan 2013*

Projects

1. Staff Engagement - Listen To Customer Program (2017-2019)
2. Love Letter - Customer Testimony Campaign 2019

Certifications

Graphic Design and Digital Imaging

HelloMotion Academy *May 2019 - Aug 2019*

Train The Trainee - Service Excellence Culture

Learning Resources Indonesia *Mar 2018 - Mar 2018*

The High Quality Manager

Kathleen Armour



The High Quality Manager:

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Table of Contents The High Quality Manager

1. Understanding the eBook The High Quality Manager
 - The Rise of Digital Reading The High Quality Manager
 - Advantages of eBooks Over Traditional Books
2. Identifying The High Quality Manager
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an The High Quality Manager
 - User-Friendly Interface
4. Exploring eBook Recommendations from The High Quality Manager
 - Personalized Recommendations
 - The High Quality Manager User Reviews and Ratings
 - The High Quality Manager and Bestseller Lists
5. Accessing The High Quality Manager Free and Paid eBooks
 - The High Quality Manager Public Domain eBooks

- The High Quality Manager eBook Subscription Services
- The High Quality Manager Budget-Friendly Options
- 6. Navigating The High Quality Manager eBook Formats
 - ePub, PDF, MOBI, and More
 - The High Quality Manager Compatibility with Devices
 - The High Quality Manager Enhanced eBook Features
- 7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of The High Quality Manager
 - Highlighting and Note-Taking The High Quality Manager
 - Interactive Elements The High Quality Manager
- 8. Staying Engaged with The High Quality Manager
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers The High Quality Manager
- 9. Balancing eBooks and Physical Books The High Quality Manager
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection The High Quality Manager
- 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
- 11. Cultivating a Reading Routine The High Quality Manager
 - Setting Reading Goals The High Quality Manager
 - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of The High Quality Manager
 - Fact-Checking eBook Content of The High Quality Manager
 - Distinguishing Credible Sources
- 13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development
 - Exploring Educational eBooks

14. Embracing eBook Trends

- Integration of Multimedia Elements
- Interactive and Gamified eBooks

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