

NAME

TITLE

000-000-0000 / EMAIL / CITY, STATE, ZIP

Profile

Customer service has been my bread and butter for the last ten years. I intend to join a growing team of energetic individuals and help ensure the highest levels of customer satisfaction by applying my social problem-solving skills and customer-centric attitude.

Experience

Team Lead - ABC Store / Location

MONTH YEAR - Present

- Oversaw 15 customer service employees to provide them with training, support, and ongoing feedback and optimize overall customer service team performance
- Helped onboard every new customer service representative and was their go-to for all questions and advice
- Monitored the customer service team's weekly goals and adjusted targets based on various performance metrics
- Worked alongside the head store manager to develop and enforce effective sales strategies, thus helping the team meet or exceed sales goals
- Provided out-of-office coaching and mentorship to select promising team members

Customer Service Representative - ABC Store / Location

MONTH YEAR – MONTH YEAR

- Performed standard in-person and phone customer service at a high level, such as handling customer inquiries, addressing concerns, and resolving customer issues
- Worked with the customer service manager on implementing customer satisfaction surveys
- Researched products diligently to be able to respond to customer questions effectively and accurately
- Processed returns, orders, and exchanges
- Maintained a positive, friendly, and supportive attitude every day of the week

Project Experience

- **New Customer Service Training Program:** As a team lead at ABC Store, I helped create and implement a new and improved customer service training program, which resulted in a 35% increase in customer satisfaction ratings within just three months of program implementation.
- **Complaint Recovery Initiative:** AS a customer service representative, I generated the idea and worked with my team lead on spearheaded a complaint recovery initiative. This initiative was created to effectively resolve customer complaints in a more structured, streamlined process, resulting in a 15% increase in customer loyalty.

Education

Bachelor's Degree in Operations Management – Ohio State University

MONTH YEAR

- GPA: LIST
- AWARD
- AWARD

DEPARTMENT - SCHOOL

MONTH YEAR

- GPA: LIST
- AWARD
- AWARD

Skills

Expertise

- Team leadership, management & mentorship
- Communication and people skills
- Problem-solving
- Sales strategy
- Performance management

Licenses & Accreditations

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- Customer Service Professional Certification
- Call Center Supervisor Certification
- Customer Relationship Management Certification