

NAME

TITLE

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

Profile

To attain a supervisor position and implement the communication, problem-solving, coordination, and evaluation skills I’ve fostered from my customer service experience. It’ll help the company develop stronger teams and integrate ideas for more efficient and effective results.

Experience

Assistant Supervisor - ABC Store / Location

MONTH YEAR - Present

- Worked with the Head Supervisor on managing employees, delegating tasks, handling cash, and monitoring staff performance
- Ensured employees were adhering to the store’s policies and procedures at all times
- Worked with customers to address their concerns, answer questions, resolve issues, and foster positive, loyal relationships
- Assisted with inventory management by monitoring inventory levels, performing stock checks, and coordinating with the primary inventory team
- Trained and onboarded new employees to ensure a smooth, efficient transition to the team

Customer Service Representative - DEF Electronics Store / Location

MONTH YEAR – MONTH YEAR

- Built loyal customer relationships through patient inquiry responses and hand-picked product recommendations
- Conducted personal product research in my free time to understand and convey their benefits and features to customers
- Assisted customers with product questions, troubleshooting, order processing, returns, exchanges, and more
- Kept the lines of communication open between customers and the product management team
- Worked closely with my supervisor to ensure appropriate cash handling, stocking, and other operational concerns

Project Experience

- **Mentorship Program Founder:** In college, I founded a mentorship program for socioeconomically-disadvantaged high school students and helped develop the program structure, recruit relevant mentors, match mentees, and provide ongoing support to facilitate meaningful relationships.
- **Inventory Management Project:** I worked with my store supervisor and the inventory team at ABC Store on inventory management tasks such as restocking and inventory tracking to reduce overstock or stockout occurrences, thus maximizing overall profits.

Education

Associate’s Degree in Business Management - Penn Foster Career School

MONTH YEAR

- GPA: 3.9
- AWARD
- AWARD

DEPARTMENT - SCHOOL

MONTH YEAR

- GPA: LIST
- AWARD
- AWARD

Skills

Expertise

- Problem-solving
- Customer service & people skills
- Team coordination
- Leadership & mentoring
- Critical thinking

Licenses & Accreditations

Licenses & Accreditations

- Retail Management Certification
- Project Management Certification