

NAME

Address, City, State ZIP

Mobile Phone • E-mail

Customer Service Manager

Providing training, mentoring, and coaching to ensure high-quality customer experience

Highly recognized and esteemed customer advocate focused on delivering top-level service through training that elevates everyday standards. Challenge existing systems to develop better, more efficient processes to improve operating procedures. Energizing team leader who listens to concerns and takes immediate action. Realize solutions to complex issues through fastidious determination and focus on long-term objectives.

- ❖ Seize opportunities for improvement, transforming corporate culture and creating a more customer-friendly environment.
- ❖ At ease communicating with employees at all levels of an organization, as well as vendors, subcontractors, and employees.

Core Competencies

Customer Service • Training & Mentoring • Business Development
Systems Creation • Sales Management • Strategic Marketing • Employee Relations
Advocacy • Quality Control • Operations Management

Professional Experience

COMPANY A, Paradise Valley, AZ

2008 – Present

Nationwide specialty retailer of fashionable, attractively priced women's apparel, accessories, and beauty.

Store Sales Leader / Store Manager

Manage operations and sales for \$1.35 million annual volume store with team of 10-15 sales associates and assistant managers. Hire, train, and coach team members on sales methods, providing feedback on areas for improvement. Partner with other store managers and district managers on new techniques for building credit card and merchandise sales. Maintain corporate SOPs through staff direction and oversight. Frequently trained other store managers.

Key Accomplishments

- Increased accessory penetration 12% in six months following creation and implementation of new visual merchandising plan.
- Boosted new credit card signups 27% and bested district credit average by developing comprehensive training program complete with interactive role-playing.
- Achieved 66% increase in customer loyalty in one year with ranking of 38th among 600 stores for selling customer cards following retraining on sales methods.
- Ranked as #1 in district and 40th in company for loss prevention by enhancing customer service levels to combat shoplifting.
- Decreased employee turnover rate in one year via comprehensive training program and achieved 100% buy-in from staff following transformation of store culture within one month.
- Reduced merchant service costs while increasing market share 32% within six months by implementing new sales approach to encourage store credit card.

COMPANY B, Chandler, AZ

2007 – 2008

*Leading retail beauty chain in Europe with strong presence in U.S.***Specialist**

Recruited to staff and train for new location as co-manager of \$10 million store. During construction phase, completed all training and honed new skills as seasonal staff at alternate location. Created relationships with vendors to set up brand trainings.

Key Accomplishment

- Consistently achieved sales goals by remaining focused on providing exemplary customer experience and directing sales associates to help move customers to appropriate areas.

COMPANY C, Chandler, AZ

2004 – 2007

*Nationwide specialty retailer of fashionable, attractively priced women's apparel, accessories, and beauty.***Assistant Sales Manager**

Hired as Sales Associate and promoted within one year, including six-month hiatus to complete college internship. Managed Operations and Human Resources for \$3 million location with staff of 20, hiring, training, and coaching all associates. Created schedules to maintain adequate coverage for customer care and completion of tasks. Trained newly hired managers for other stores.

Key Accomplishments

- Increased sales and enhanced employee relations following focused shift of store culture.
- Improved operational organization by following up on supply orders and maintaining store cleanliness.

COMPANY D, Tempe, AZ

2006

*Arizona's senior member of the U.S. Senate.***Congressional Intern**

First contact for designated group of constituents, listening to concerns and taking actions on behalf of Senator. Communicated with various groups, including Veterans' Administration, USCIS, and Social Security Administration. Formatted list of daily news clips for Senator, researching up-to-date information for his use.

Key Accomplishment

- Achieved lifelong benefits through Veterans' Administration for constituent who had not been receiving care for little-known disease.

Education**B.A., Human Communication**

ARIZONA STATE UNIVERSITY, Tempe, AZ

- Devils' Advocates and S.T.A.R.T.