

## CUSTOMER SERVICE ADVOCATE

### Summary

Talented Customer Service manager skilled at balancing customer needs and company demands. Effectively builds loyalty and long-term relationships with customers while achieving all individual sales goals. A sales manager skilled in exceeding sales goals and company expectations by expanding client base and maintaining high standards of customer service.

### Skills

Superb sales professional Store planning and design Strong communication skills Detail-oriented Personnel training and development Time management Proficient in MS Office

### Accomplishments

- Awarded annual merit increases during the first 15 years of employment.
- Consistently exceeded daily sales targets with an average of 5000+ in sales each day.
- Managed a successful sales team of 20 members who consistently exceeded sales goals by 80% each month.
- Successfully managed \$1.4 million in merchandise per day.
- Fulfilled all supervisory duties when Store Manager was on vacation.
- Interviewed applicants and successfully staffed any vacancies throughout store, focusing primarily on assigned areas.
- Routinely helped as many as 20 customers each day in a high-volume retail outlet.
- Promoted to Call Center lead within 6 months of employment.

### Experience

03/2015 to 10/2016

Customer Service Advocate Company Name 1/4 City , State Addressed customer service inquiries in a timely and accurate fashion. Maintained up-to-date records at all times. Provided accurate and appropriate information in response to customer inquiries. Demonstrated mastery of customer service call script within specified timeframes.

10/1995 to 02/2014

Sales Manager Company Name 1/4 City , State

- Delivered excellent customer service by greeting and assisting each customer. Addressed customer inquiries and resolved complaints. Design and implemented customer satisfaction metrics. Completed weekly schedules according to payroll policies. Trained all new managers on store procedures and policies. Trained staff to deliver outstanding customer service. Contributed to merchandising ideas at team sale meetings. Reorganized the sales floor to meet company demands. Stocked and restocked inventory when shipments were received. Received and processed cash and credit payments for in-store purchases. Opened and closed the store, including counting cash, opening and closing cash registers and creating staff assignments. Worked as a team member to provide the highest level of service to customers. Maintained friendly and professional customer interactions. Verified that all merchandising standards were maintained on a daily basis. Demonstrated that customers come first by serving them with a sense of urgency. Shared product knowledge with customers while making personal recommendations. Recommended and helped customers select merchandise based on their needs.
- Resolved customer complaints by exchanging merchandise, refunding money and adjusting bills.
- Served as liaison between customers, store personnel and various store departments. Informed customers about sales and promotions in a friendly and engaging manner. Trained new employees on company customer service policies and service level standards. Managed wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiently.
- Hired and trained all sales staff for new store location.
- Trained in negotiations and time management.
- Determined staff promotions and demotions and terminated employees when necessary.
- Addressed and corrected sales staff communication issues in a tactful and effective manner.
- Directed and supervised employees engaged in sales, inventory taking and reconciling cash receipts.
- Worked closely with the district manager to formulate and build the store brand.
- Helped determine movement/placement of incoming merchandise.
- Designed displays to make the store experience interactive and engaging.
- Displayed the appropriate signage for products and sales promotions.
- Arranged items in favorable positions and areas of the store for optimal sales.
- Established and maintained proper high traffic displays, resulting in increased sales.
- Conducted staff meetings with sales personnel to introduce new merchandise.
- Researched current and past business performance using on-line systems and available reports.
- Effectively communicated and coordinated execution of the planogram with store management.

11/1990 to 08/1995

Sales Manager Company Name 1/4 City , State

- Managed a \$30,000 monthly sales portfolio. Served as liaison between customers, store personnel and various store departments.
- Answered customers' questions and addressed problems and complaints in person and via phone.
- Exercises sound judgment in issuing credits and making exceptions to customer policies to maintain high levels of customer satisfaction.
- Maintained friendly and professional customer interactions.
- Trained new employees on company customer service policies and service level standards.
- Managed sales staff of 6 members.
- Delivered excellent customer service by greeting and assisting each customer.
- Contributed to merchandising ideas at team sale meetings.

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- Effectively communicated and coordinated execution of the planogram with store management.

07/1986 to 08/1990

Data Entry operator Company Name i¼ City , State

- Verified and logged in deadlines for responding to daily inquiries. Assisted with payroll preparation and entered data into cumulative payroll document. Verified that information in the computer system was up-to-date and accurate.
- Promoted positive customer and associate relations through courtesy, service and professional appearance.

09/1985 to 10/1986

Loan Servicing Representative Company Name i¼ City , State

- Collected customer feedback and made process changes to exceed customer satisfaction goals. Provided accurate and appropriate information in response to customer inquiries. Provided accurate and appropriate information in response to customer inquiries. Addressed customer service inquiries in a timely and accurate fashion. Assisted with the development of the call center's operations, quality and training processes. Led a team of customer service representatives to increase service center profitability.

#### Education and Training

1983

High School Diploma : General-Business William Penn Vo-tech i¼ City , State , USA General-Business

Communications Morgan State University i¼ City , State , USA 1984 - 1985

#### Skills

administrative, call center, cash receipts, cash registers, closing, Strong communication skills, credit, customer satisfaction, customer service, excellent customer service, excellent customer service, customer service, Detail-oriented, fashion, inventory, meetings, merchandising, money, MS Office, negotiations, payroll, personnel, Personnel training, policies, processes, quality, reconciling, sales, sound, store management, store management, phone, Time management