

RESUME 1028

OBJECTIVE

Results-driven customer service and operations professional with experience in customer engagement, team leadership, account management, and retail operations. Proven ability to build strong customer relationships, resolve concerns efficiently, support business objectives, and lead teams to achieve performance goals. Recognized for excellent communication, problem-solving, and organizational skills in fast-paced environments.

SUMMARY OF QUALIFICATIONS

- Over 5 years of experience in customer service, customer relations, and team leadership roles.
- Proven ability to build positive customer relationships and resolve concerns with professionalism and empathy.
- Experienced in handling high-volume customer interactions while maintaining accuracy and productivity standards.
- Strong communication and active listening skills with the ability to negotiate solutions and de-escalate challenging situations.
- Demonstrated leadership experience managing, coaching, and developing team members to achieve performance goals.
- Skilled in customer experience management, team scheduling, training, and daily operational oversight.
- Proficient in maintaining detailed records, tracking performance metrics, and utilizing CRM and point-of-sale systems.
- Ability to multitask and prioritize responsibilities effectively in fast-paced retail and call center environments.
- Recognized for strong problem-solving abilities and a commitment to delivering exceptional customer service.
- Dedicated to improving customer satisfaction, team performance, and overall business results.

PROFESSIONAL EXPERIENCE

05/2020 – 07/2026

Point Caller

NRS Management, Lockport, NY

- Contacted customers regarding account information and payment arrangements while maintaining professionalism and compliance with company policies.
- Built rapport with customers to resolve account concerns and negotiate mutually beneficial solutions.
- Maintained accurate records of customer interactions and account updates using company systems.
- Consistently met productivity and quality standards in a high-volume call environment.
- Collaborated with team members and management to improve customer outcomes and operational efficiency.
- Demonstrated strong active listening and communication skills to address customer questions and concerns.

02/2018 – 03/2020

Customer Experience Manager

5 Below, Lockport, NY

- Led and motivated customer-facing teams to deliver exceptional shopping experiences and achieve customer satisfaction goals.
- Managed daily store operations, including staffing, scheduling, inventory support, and customer service initiatives.
- Handled escalated customer concerns and implemented effective solutions to maintain brand loyalty.
- Trained and coached associates on service standards, company policies, and performance expectations.
- Assisted in achieving sales targets through effective merchandising, customer engagement, and operational excellence.
- Monitored team performance and provided ongoing feedback to improve efficiency and service quality.
- Supported hiring, onboarding, and development of new team members.

EDUCATION, TRAINING, AND ACHIEVEMENTS

Chemical Dependency Certification

SUNY Niagara, Sanborn, NY

High School Diploma

Lockport High School, Lockport, NY