

Enthusiastic and dedicated professional with demonstrated strengths in customer service and time management. Keen ability to stay positive and focused in high-volume work situations. Trusted by managers to make sound business decisions. Committed to building customer loyalty by providing a stellar customer experience. Excellent verbal and written communicator with strong background cultivating positive relationships and exceeding organizational goals. High proficiency in MS Office Suite (Word, Excel & Outlook), Google Suite and Apple products.

Signature Attributes

- ✓ Works well under pressure
- ✓ Responsible and reliable
- ✓ Self-motivated
- ✓ Able to take direction yet work independently
- ✓ Able to navigate disgruntled customers with a smile
- ✓ Dispute resolution and creating successful solutions
- ✓ Comfortable upselling
- ✓ Upbeat, friendly and positive
- ✓ Exceptional, personalized customer service
- ✓ Effective multi-tasking under pressure
- ✓ Insightful interpersonal communication skills
- ✓ Strong attention to detail

Professional Experience

SHIFT LEADER

Restaurant | Midlothian, VA

2017-Present

- Monitor and answer multi-line phone system to ensure customer requests are responded to effectively, efficiently and to 100% customer satisfaction.
- Create and maintain excel gratuity spreadsheet to track state and federal taxes and to ensure proper server fund allocation.
- Prepare, create, manage and publish monthly reservation calendar schedules.
- Monitor incoming emails to provide timely customer responses to queries, to resolve dissatisfaction, to handle media queries and review donation request.
- Recapture loyalty of dissatisfied guests through proactive management of complaints and concerns.
- Direct front-of-house staff in customer service, order taking and food delivery.
- Oversee server assignments and maintain balanced table numbers.
- Handle end-to-end customer relations from menu presentation through final check close-out.
- Monitor staff performance and correct issues promptly.
- Build positive relationships with regular guests, learning names, orders and special preferences.



CUSTOMER SERVICE MANAGER

Store | Rock City, IL

2013-2016

- Within first five months of employment, recorded highest number of new loyalty card signups in Midwest Region.
- Drove customer satisfaction by expertly handling complex escalated customer concerns.
- Boosted customer loyalty through initiatives to reduce customer effort, better resolve problems and improve service delivery.
- Minimized store losses by training team members on theft prevention. Coordinated regular store cleaning and product resets for optimal appearance.
- Trained employees to capitalize on sales and service opportunities through proactive customer relationship approaches.
- Maintained attractive, well-organized displays with regular resets.
- Assisted with inventory control efforts by arranging cycle counts and identifying potential shrink points.
- Maintained clean, organized and well-stocked checkout areas.
- Engaged with customers while completing cash register transactions, successfully promoting loyalty programs and store cards.

ACCOUNT MANAGER

Company | Spring City, IL

2016

- Negotiated contract terms and service agreements to meet both sales quotas and client budget constraints.
- Addressed escalated customer issues and leveraged resources to implement actionable solutions.
- Communicated with account holders to define and strategize needs, business requirements, and expectations.
- Leveraged Forte proficiency to document account changes and customer data.
- Maintained accountability for all account-related documentation and regulatory compliance.
- Managed overall account strategy and liaised with clients to build strong, lasting rapport to foster account retention.
- Answered customers' questions about products, prices and availability.
- Satisfied customers through efficient payment processing and delivery coordination.
- Estimated and quoted prices, credit or contract terms and delivery dates.

EDUCATION

- B.S., Business Management — John Tyler Community College, Midlothian, VA (currently pursuing)

LANGUAGE

- Spanish—Conversational
- Japanese—Beginner