



EMMA JOHNSON

Lead Customer Service Associate/Consultant

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PROFESSIONAL SUMMARY

Background includes experience working in a collective bargaining environment, transportation management, inventory management, team training, budget management, and customer service. Loyal and dedicated team player who can be counted on to consistently attain better than expected results.

WORK EXPERIENCE

Lead Customer Service Associate/Consultant 📅 May / 2018-Ongoing
Maple Leaf Consulting 📍 Toronto, ON

1. Stocked product on floor and in coolers and handled cleaning tasks inside and outside the complex.
2. Monitored the work of cashiers on a daily basis.
3. Handled store operations in the absence of store managers.
4. Ensured that workload was equally divided between cash registers.
5. Oversaw all cash transactions. Balanced the cash inventory on a daily basis.
6. Trained newly hired cashiers.
7. Used mathematical skills to fix cash register errors.

Lead Customer Service Associate 📅 May / 2015-May / 2018
Lakeside Apparel Co 📍 Chicago, IL

1. Served as the first point of contact for the customer to create a positive connection. Sold monthly spa memberships, upgrades, retail products, and .
2. Directed, supervised, trained, and mentored a team of 3 associates in the delivery of superior customer service to patrons.
3. Coordinated activities, provided guidance regarding adherence to policies and procedures, and proactively responded to escalations related to .
4. Analyzed status of buses and corresponding reservation traffic to better allocate available seats.
5. Provide assistance to individuals on a wide range of issues through telephone contact in a call center environment; deliver superior client service .

EDUCATION

Bachelor of Science in Business Administration 📅 May / 2012 - May / 2015
University of California 📍 Denver, CO

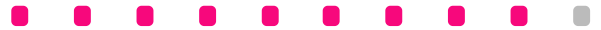
Focused on customer service and management principles.

SKILLS

Microsoft Office



Management



Administrative Support



Shipping And Receiving



Warehouse



INTERESTS

🔧 Woodworking

🔭 Star Gazing

★ Theatre

🏠 Architecture

STRENGTHS

😊 Politeness

🚩 Determination

🚀 Ambition

✅ Dedication

LANGUAGES



English



German



Mandarin

ACHIEVEMENTS

★ Trained and developed a team of 10 associates, resulting in a 30% improvement in service efficiency.

★ Reduced average response time to customer inquiries by 25% through streamlined processes.

★ Achieved a 15% increase in upselling through targeted training programs.