



EVELYN WHITE

Lead Customer Service Associate

✉ support@qwikresume.com ☎ (123) 456 7899 📍 Los Angeles 🌐 www.qwikresume.com

PROFESSIONAL SUMMARY

Entrusted associate in larger companies with making difficult decisions; experience in solving problems without the help of management interjection when appropriate, so as to continue a well-paced workflow at store level and to build strong customer relationships and assure the contentment of customers.

WORK EXPERIENCE

Lead Customer Service Associate 📅 May / 2020-Ongoing
Seaside Innovations 📍 Santa Monica, CA

- 1. Ensured that each customer's transactions were processed accurately and in a time efficient manner.
- 2. Ensured that all items were appropriately displayed on shelves and oversaw maintenance of store.
- 3. Redesigned the checkout procedure by employing effective procedures to decrease the chances of errors by a huge margin.
- 4. Assisted customers in making online reservations.
- 5. Answered customer emails, able to take all forms of payment.
- 6. Coordinated team activities, by aligning resources and organizational needs.
- 7. Directed, supervised, trained, and mentored a team of 3 associates in the delivery of superior customer service to patrons.

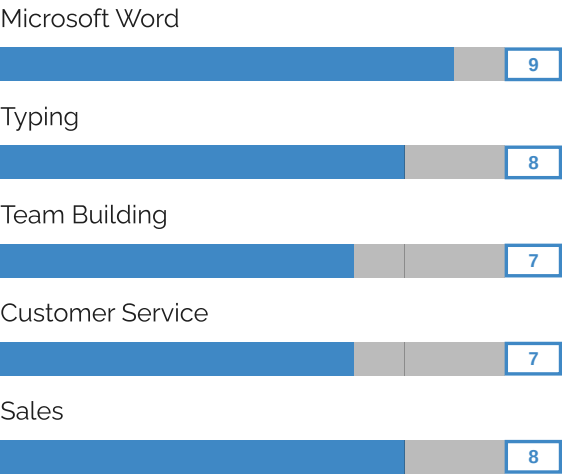
Lead Customer Service Associate 📅 May / 2018-May / 2020
Silver Lake Enterprises 📍 Seattle, WA

- 1. Deseret Industries Skills Training Program Assist customers, including the homeless and refugees, in finding needed items Support management in .
- 2. Motivate team to ensure that department goals of customer service, productivity, efficiency, and quality are being met and properly balanced Assist .
- 3. Awarded top performer in the district by Michelin.
- 4. Advanced from entry level position to lead within 9 months.
- 5. Responsible for training new employees with systems/procedures.
- 6. Merchandised the store on a bi-weekly basis.

EDUCATION

Bachelor of Science in Business Management 📅 May / 2016 - May / 2018
University of Phoenix 📍 Seattle, WA
Focused on customer service strategies and operational management.

SKILLS



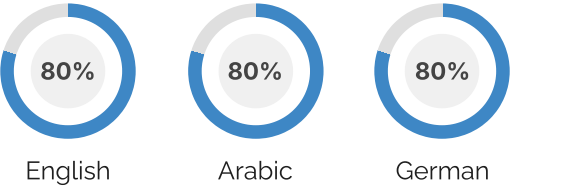
INTERESTS

- 📷 Photography
- 🍴 Cooking
- 🎵 Music
- 🧘 Meditation

STRENGTHS

- ➔ Forward-thinking
- ☰ Detail-oriented
- ✔ Dedication
- 👁 Vision

LANGUAGES



ACHIEVEMENTS

- ★ Boosted customer satisfaction scores by 30% through improved service protocols.
- ★ Reduced average resolution time by 25% by implementing new training for the team.