

# EMMA JOHNSON

## Management Trainee

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### PROFESSIONAL SUMMARY

Dynamic and results-oriented professional with 2 years of experience as a Management Trainee. Proven ability to implement effective strategies, enhance team performance, and drive operational excellence in fast-paced environments.

### WORK EXPERIENCE

#### Sales Management Trainee

Seaside Innovations

📅 Dec / 2023-Ongoing

📍 Santa Monica, CA

1. Managed inbound customer interactions in English and Spanish, enhancing service delivery.
2. Provided technical support and billing assistance, ensuring high customer satisfaction.
3. Utilized Verizon applications to maintain performance metrics and improve service quality.
4. Developed solutions for escalated customer issues, fostering a positive experience.
5. Adapted to changing priorities while managing team responsibilities effectively.
6. Implemented a customer-focused model that reduced service disconnects and repeat calls.
7. Delivered presentations and training on new products, enhancing team knowledge and performance.

#### Front Office Manager

Crescent Moon Design

📅 Dec / 2022-Dec / 2023

📍 Portland, OR

1. Maintained security protocols by monitoring access and visitor logs effectively.
2. Provided information on various programs, enhancing customer understanding and engagement.
3. Coordinated meetings and appointments for community organizations, fostering partnerships.
4. Achieved high customer service scores by focusing on staff training and development.
5. Led the implementation of new brand initiatives, ensuring compliance and staff readiness.
6. Collaborated with teams to develop initiatives that met customer service goals.
7. Mentored staff, facilitating career advancement for team members.

### EDUCATION

#### Bachelor of Business Administration

University of California

📅 Dec / 2021-Dec / 2022

📍 Phoenix, AZ

Focused on management principles, marketing strategies, and organizational behavior.

### SKILLS

Proactive Work Ethic

Detail-Oriented

Team Leadership

Project Management

### ACHIEVEMENTS

- ★ Achieved a 20% increase in customer satisfaction scores through targeted training programs.
- ★ Streamlined operations, reducing costs by 15% while maintaining service quality.