



EMMA JOHNSON

Returns Manager

support@qwikresume.com (123) 456 7899 Los Angeles

www.qwikresume.com

SKILLS

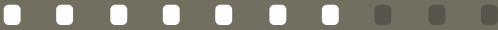
Cost Reduction



Risk Management



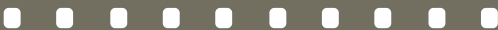
Quality Control



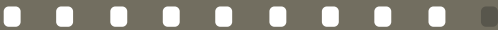
Compliance Knowledge



Performance Metrics



Negotiation Skills



INTERESTS

- Surfing
- Martial Arts
- Community Service
- Blogging

STRENGTHS

- Patience
- Perseverance
- Planning
- Positivity

LANGUAGES



English



French



Russian

ACHIEVEMENTS

- Successfully reduced return processing time by 30%, enhancing customer satisfaction.
- Implemented a new inventory tracking system, decreasing stock discrepancies by 25%.

PROFESSIONAL SUMMARY

Results-driven Returns Manager with over 5 years of experience in optimizing return processes and enhancing customer satisfaction. Proven track record in managing high-volume returns, analyzing data to identify trends, and implementing effective solutions. Strong leadership skills with a focus on team development and cross-department collaboration to streamline operations and reduce costs.

WORK EXPERIENCE

Returns Manager

Mar / 2021-Ongoing

Pineapple Enterprises

Santa Monica, CA

- Managed customer return processes, ensuring accurate assessments of quantity and damages for proper crediting.
- Restocked items or converted them to scratch and dent inventory based on quality assessments.
- Conducted cycle counts during annual inventory, improving accuracy by 15%.
- Processed and filled customer orders in a fast-paced warehouse environment.
- Audited orders for accuracy, reducing errors by 20%.
- Oversee the returns process to ensure efficient handling and processing of returned merchandise.
- Implemented inventory control measures for department supplies, optimizing stock levels.

Returns Manager

Mar / 2020-Mar / 2021

Silver Lake Enterprises

Seattle, WA

- Negotiated return terms with vendors, ensuring favorable outcomes for the company.
- Recouped funds from vendors for unsatisfactory products, increasing recovery rates significantly.
- Achieved over \$150,000 in recouped funds in 16 months, doubling previous recovery amounts.
- Improved departmental efficiency by eliminating a 9-month backlog through process enhancements.
- Processed damaged items and coordinated with manufacturers for resale opportunities.
- Managed customer service inquiries related to returns, resolving issues effectively.

EDUCATION

Bachelor of Business Administration

Mar / 2019 - Mar / 2020

University of Texas

Phoenix, AZ

Focused on supply chain management and operations.