

KEVIN WRIGHT

*Retail Customer
Service Associate*

✉ k.wright@email.com

📞 (123) 456-7890

📍 Virginia Beach, VA

🌐 LinkedIn

EDUCATION

High School Diploma

Thomas Jefferson High School
for Science and Technology

📅 2013 - 2017

📍 Alexandria, VA

SKILLS

- Salesforce
- Square
- Zendesk Chat
- Zendesk Support
- Fishbowl
- SurveyMonkey
- Hootsuite
- Confluence
- Cisco Webex
- WhatsApp Business

WORK EXPERIENCE

Retail Customer Service Associate

Kohl's

📅 2021 - current

📍 Virginia Beach, VA

- **Managed 77 daily customer interactions via Zendesk Chat**, consistently providing prompt solutions to customer problems within the first call.
- Conducted market research using SurveyMonkey, resulting in a 13% increase in customer satisfaction by aligning services with customer demands.
- Coordinated with the IT team to customize Cisco Webex settings, improving virtual customer service sessions and cutting down each session's time by 12 minutes.
- Responded to all social media inquiries on Hootsuite within an hour, raising brand reputation and customer loyalty.

Cashier

CVS Pharmacy

📅 2018 - 2021

📍 Richmond, VA

- Introduced Zendesk Support to resolve last-minute customer requests at checkout, maintaining a resolution rate of 92% within the first 14 minutes.
- **Achieved a 97% accuracy rate in financial transactions** during peak hours and through meticulous use of POS machines.
- Helped the pharmacy store increase its loyalty program sign-ups by using Square's promotional features to show the benefits of complementary items during checkout.
- Organized a digital repository in Confluence to document all cashier procedures and FAQs, slashing training time by 1.7 hours.

Stock Associate

Walmart

📅 2017 - 2019

📍 Richmond, VA

- Used Salesforce to track weekly sales data, creating a more accurate restocking process and contributing to a 19% increase in sales for high-demand products.
- Oversaw inventory levels on the Fishbowl software, helping Walmart lower overstocking rates by 21% and increase inventory turnover rate by 5.3%.
- Leveraged a WhatsApp Business solution to communicate with suppliers and vendors, easing supply chain responsiveness and **reducing lead times by 3.2 hours**.
- Analyzed monthly inventory data to identify and resolve instances of stock discrepancies, reducing stock-outs by 14.7%.

Sample Retail Customer Service Resume

Thomas Griffiths



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