

# 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

**Judd E. Hollander**



## **Sample Retail Customer Service Resume:**

## Sample Retail Customer Service Resume Book Review: Unveiling the Power of Words

In some sort of driven by information and connectivity, the power of words has are more evident than ever. They have the capacity to inspire, provoke, and ignite change. Such could be the essence of the book **Sample Retail Customer Service Resume**, a literary masterpiece that delves deep to the significance of words and their impact on our lives. Written by a renowned author, this captivating work takes readers on a transformative journey, unraveling the secrets and potential behind every word. In this review, we will explore the book is key themes, examine its writing style, and analyze its overall affect readers.

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