KEVIN WRIGHT

Retail Customer Service Associate

- k.wright@email.com
- J (123) 456-7890
- Virginia Beach, VA
- IIII 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

Kohlis

- 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

Léo Pomar

Sample Retail Customer Service Resume:

Unveiling the Energy of Verbal Beauty: An Emotional Sojourn through Sample Retail Customer Service Resume

In a global inundated with displays and the cacophony of instantaneous interaction, the profound energy and psychological resonance of verbal art usually fade into obscurity, eclipsed by the continuous barrage of sound and distractions. However, situated within the musical pages of **Sample Retail Customer Service Resume**, a fascinating work of fictional brilliance that impulses with raw feelings, lies an wonderful trip waiting to be embarked upon. Written by a virtuoso wordsmith, that mesmerizing opus books viewers on a psychological odyssey, delicately revealing the latent possible and profound influence stuck within the complex web of language. Within the heart-wrenching expanse of the evocative analysis, we can embark upon an introspective exploration of the book is main styles, dissect its interesting publishing type, and immerse ourselves in the indelible impression it leaves upon the depths of readers souls.

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