

KATHLEEN REED

CUSTOMER SERVICE MANAGER

(123) 456-7890 | email@example.com | City, State Abbreviation zip code | LinkedIn | Portfolio

A versatile mid-level manager with a retail background spanning well-known corporations including Best Buy and Target. Bachelor's Degree in Business Administration from the University of Pennsylvania. Practical experience and skills in transaction management, customer service, inventory monitoring, and POS system operation. Successive roles as customer service manager and assistant store manager with outcome improvements across cashier efficiency, training, customer complaint resolution, and store cost control.

SKILLS

- Customer service
- Inventory monitoring
- Money handling
- POS systems
- Training

EDUCATION

BACHELOR'S DEGREE IN BUSINESS ADMINISTRATION

University of Pennsylvania, Philadelphia, PA | May 2018

PROFESSIONAL EXPERIENCE

CUSTOMER SERVICE MANAGER

Best Buy, Houston, TX | May 2018 – present

- Lead a team of 10 cashiers to deliver high performance and customer satisfaction
- Implemented operational changes leading to a 12% increase in cashier efficiency
- Conducted a comprehensive training program for new hires on company policies, POS system operation, and customer relationship management, reducing cashier errors by 15%
- Managed customer complaints and escalated issues, resulting in a 25% reduction in customer complaints related to payment processing and staff behavior over a year

ASSISTANT STORE MANAGER

Target, Philadelphia, PA | January 2016 – April 2018

- Supervised an average of 15 frontline staff members per shift, ensuring smooth store operations and customer satisfaction
- Assisted with inventory management, contributing to a 20% reduction in out-of-stock incidents for the fiscal year 2017
- Coordinated with the store manager in budget planning and cost control, resulting in a 7% decrease in store overhead costs for the year