






JASON COLE

CONTACT

-  (123) 456-7890
-  jasoncole@example.com
-  LinkedIn
-  City, State Abbreviation Zipcode

KEY SKILLS

- Data analysis
- Pet nutrition
- Project management
- Sales
- Strategic thinking
- Team leadership

CERTIFICATIONS

- Certificate of Leadership Excellence in Leading Teams, Harvard University, 2019
- Pet Nutrition Coach, North American Veterinary Community (NAVC), 2016

ABOUT ME

Seasoned customer service manager with over 10 years of experience in the pet industry. Team leader and Certified Pet Nutrition Coach.

Coordinates with cross-functional teams to ensure the efficient operation of the store and online order fulfillment. Coaches customer service representatives to drive sales and increase loyalty program membership.

PROFESSIONAL EXPERIENCE

Customer Service Manager

Happy Pets, Bridgeport, CT | April 2018 – present

- Lead a team of more than 20 customer service representatives to provide high-quality service to pet parents and create a welcoming environment
- Record KPIs to measure and improve customer service
- Handle approximately 10 escalated customer issues each week, navigating challenging situations with empathy and care
- Coordinate cross-functional meetings to align the customer service department with distribution and inventory teams
- Implement tailored follow-up strategies to increase customer retention by 10% in 2019

Customer Service Representative

Shelly's Pet Products, New Haven, CT | June 2013 – July 2018

- Handled an average of 40 email and phone call customer inquiries per day, addressing issues with pet food subscriptions and online orders
- Assisted with the onboarding process for new loyalty members, ensuring a smooth transition and walk-through of the store app
- Increased personal customer satisfaction scores by 10 points after the first year
- Collaborated with logistics department for the timely delivery of pet products
- Upsold the store's new pet food subscription during every transaction in 2018 and increased subscription sign-ups by 20%

EDUCATION

Bachelor of Science (B.S.) Marketing

Quinnipiac University, Hamden, CT | June 2014