







Jordan Kim

Retail Customer Service Representative

Customer-focused retail service rep with 4 years of experience resolving inquiries, processing returns, and driving satisfaction in high-volume environments.

CONTACT

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EDUCATION

A.S. in Business Administration
Columbus State Community College,
Columbus, OH
April 2017

PROFESSIONAL EXPERIENCE

Retail Customer Service Rep | ValueMart, Columbus, OH
July 2019 - Present

- Resolved 50+ daily customer inquiries in person and by phone, achieving a 95% satisfaction rating
- Processed 30+ returns/exchanges per shift, reducing return-processing time by 20%
- Trained 6 new hires on POS and CRM systems, cutting onboarding time by 25%
- Launched a “thank-you” email follow-up program that boosted repeat visits by 12%

Sales Clerk | Bed & Beyond, Columbus, OH
May 2017 - June 2019

- Assisted an average of 80 customers per day, maintaining a 4.9/5 NPS score
- Managed back-stock and shelf replenishment to ensure 98% product availability
- Collaborated with management to pilot a self-checkout kiosk, reducing queue times by 30%
- Implemented a “service recovery” checklist that cut unresolved complaints by 40%