




Ava Martinez

Customer Service Assistant Store Manager

Customer-focused assistant store manager with 6+ years of experience leading service teams in high-volume retail environments. Improved customer satisfaction scores by 20%, implemented a loyalty rewards system that drove a 25% increase in repeat purchases, and maintained a 95% dispute resolution rate at ShopSmart Retail. Proven expertise in service program redesign, cross-department collaboration, and building customer-first team cultures that directly impact revenue.

CONTACT INFORMATION

 (555) 000-0000

 email@example.com

 Denver, CO

KEY SKILLS

- Customer service training and program design
- Conflict resolution and escalation management
- Loyalty program development and management
- Sales performance tracking and reporting
- Cross-department collaboration and communication
- Team supervision and coaching
- Customer satisfaction metric analysis
- Service recovery strategies and protocols
- Staff scheduling and workforce planning

PROFESSIONAL EXPERIENCE

May 2020 - Present

Customer Service Assistant Manager | ShopSmart Retail | Denver, CO

- Improved customer satisfaction scores by 20% within 12 months by redesigning the service training program to include scenario-based coaching, role-play exercises, and weekly team feedback sessions
- Implemented a tiered loyalty rewards system that drove a 25% increase in repeat purchase frequency within the first 6 months of launch, adding 800+ active members
- Resolved 95% of escalated customer disputes at the store level without requiring corporate escalation, maintaining a consistent resolution rate over 3 years of operation
- Led a cross-department initiative to reduce customer wait times by 18% by realigning staffing deployment during peak hours through data-driven scheduling adjustments
- Supervised a customer service team of 12 associates, conducting bi-weekly performance check-ins and monthly group training sessions that reduced complaint volume by 22%
- Collaborated with merchandising and inventory teams to resolve 30+ product availability complaints per month, coordinating same-day restocking in 85% of flagged cases

September 2018 - April 2020

Customer Service Supervisor | ValuePlus Retail | Boulder, CO

- Supervised a 10-person service team during peak retail periods, reducing average customer wait times by 15% through improved queue management and floor deployment strategies
- Tracked service performance metrics across 5 KPIs weekly, using data to identify team coaching opportunities and presenting monthly improvement summaries to store management
- Resolved 40+ customer escalations per month with a 90% first-contact resolution rate, earning recognition as the location's top-performing service supervisor for 3 of 4 quarters
- Assisted in onboarding 8 new customer service associates, developing a 2-week training guide that reduced ramp-up time from 3 weeks to 12 days

EDUCATION

Bachelor of Arts in Communication

University of Colorado | Boulder, CO | May 2015