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Customer-focused and performance driven **Customer Service Representative** with over 10 years' experience demonstrating strong leadership and uncompromising focus. Proven record for successfully increasing revenue, improving profitability, accelerating business growth and enhancing quality of service provided to customer. Highly skilled in building relationships and rapport. Recognized for professionalism and a commitment to excellence.

Summary of Qualifications:

- Conflict Resolution
- Sales/Revenue Growth
- Customer Needs Assessment
- Customer Satisfaction/Retention
- Customer Communications
- Relationship Building
- New Program Development
- Workload Prioritization
- Proven Ability to Multi-Task
- Strong Computer Skills
- Knowledgeable in Microsoft Office Suite
- Phone/Front Desk Reception
- Appointments/Scheduling
- Strong Work Ethic

WORK EXPERIENCE

SOUNDWAVES CUSTOM CAR AUDIO, GILBERT, AZ

January 2015-- Current

Customer Service Sales Representative

- Sales and service of car audio equipment
- Order and process equipment and installation materials
- Schedule and perform installation
- Troubleshoot and repair audio equipment

GARCIA'S MEXICAN RESTAURANT, CHANDLER, AZ

July 2014 – January 2015

Shift Leader

- Oversaw complete restaurant shift operations
- Handled all customer satisfaction issues
- Managed labor hours and inventory control
- Responsible for transaction and productivity reporting

OLIVE GARDEN ITALIAN RESTAURANT, QUEEN CREEK, AZ

January 2007 – July 2014

Service Professional

- Manage labor hours
- Oversaw wait staff, bus staff and back of house and delegated tasks and responsibilities accordingly
- Maintained customer satisfaction
- Set daily sales goals and monitored productivity
- Handled all guest related issues promptly and with a professional attitude.

CHARLIE FOX'S PIZZERIA, ST. CHARLES, IL

February 2002 – January 2007

Store Manager

- Oversaw complete restaurant day to day operations
- Conducted interviews, hired new staff, conducted ongoing training, and coach staff when necessary
- Oversee all shift duties completed by all staff daily, coordinate deliveries for driver's, answer phone's and respond to any and all customer issue's.

EDUCATION

CENTRAL ARIZONA COLLEGE, CASA GRANDE, AZ

G.E.D.