**CUSTOMER SERVICE MANAGER RESUME**

Marsha Lawrence

**SUMMARY**

Dedicated customer service manager with extensive experience in “big box” retail and food service settings. Consistently achieve record-high customer satisfaction rankings, improvements to the bottom line and turnaround of underperforming operations.

**PROFESSIONAL EXPERIENCE**

**ABC SUPERSTORE — Sometown, MA | 10/08 To Present**

Customer Service Manager, 9/09 to present

Customer Service Representative, 10/08 to 9/09

Promoted to management position to recruit, train and supervise 25+ customer service reps and cashiers. Foster an environment in which guests enjoy high levels of service and employees are motivated to deliver top performance. Manage front-end operations to ensure friendly and efficient transactions at checkout.

**Selected Contributions**

Won “Service Excellence Award” for instrumental role in driving record-high sales increases, propelling store to improve ranking from #12 in territory to #5 by 2016.

Reduced staff turnover by 15% in 2016, benchmarking a record-setting improvement in staff retention due to the success of employee-development and incentive programs.

Exemplified second-to-none service delivery in all interactions with customers.

**DEF FOOD STORES — Sometown, MA | 6/01 To 9/08 Deli Manager, 1/03 To 9/08**

Previous Positions: Counter Clerk, Cashier, Deli Associate, 6/01 to 1/03

Advanced to increasingly responsible positions, culminating in management role with oversight for a full-service deli. Directed 18 employees and managed P&L, sales, inventory, merchandising and cost controls.

**EDUCATION AND TRAINING**

ABC COMMUNITY COLLEGE — Some town, MA | 9/00 to 6/01

Earned 28 credits; concentration in business studies

**TRAINING**

Completed courses and seminars in customer service, sales strategies, inventory control, loss prevention, time management, leadership, performance assessment and food safety (SERV Safe).

**EXPERTISE**

* Customer Service Management
* Complaint Resolution
* Retail Operations
* Management Customer Satisfaction