NAME HERE

ADDRESS
POSTAL CODE
Cell: 0000000000
E-Mail: XXX

Summary

Retail Customer Service Representative skilled in answering questions and resolving concerns quickly. Simultaneously processes payments and returns, organizes merchandise, and satisfies customers. Collaborative team player with service-focused mindset.

Highlights

Payments and returns
Merchandise exchanges
Customer questions
Skilled in conflict resolution
Logical problem solver

Personable communicator
Resourceful and proactive
Detail-oriented
Friendly people person
Accurate money handling

Experience

April 2012 to Current
Fast Mart CITY, COUNTRY

Customer Service Representative

Process customer returns, answer questions about merchandise, and manage exchanges.
Respond to service inquiries and coordinate resolutions with management and floor associates.
Put up signage regarding recall items and changes to store regulations.
Distribute merchandise to floor associates to be restocked in correct departments.
Cover for cashiers going on break and maintain drawer accuracy.
Complete shift start/end duties and generate reports for management.

August 2010 to March 2012
The Home Store CITY, COUNTRY

Customer Service Representative

Utilized innate analytical and people skills to quickly become a reliable, proficient customer service representative able to work independently.
Handled customer returns and merchandise exchanges efficiently, making sure to follow procedures and document each transaction.
Organized returns and found merchandise by departments and prepared carts for floor associates.
Documented lost items and handled customer inquiries.
Answered customer service desk phone calls and routed calls appropriately.

December 2008 to July 2010
The Home Store CITY, COUNTRY
Cashier

Kept check-out lane clean and neat.
Rotated merchandise, organized shelves, and put out new stock.
Maintained friendly attitude and followed all store interaction protocols while answering customer questions and processing payments.
Recommended additional items for future purchase.
Accurately worked with and turned in all money, receipts, checks, and coupons.