

Professional Summary

Experienced Customer Service Manager brings 6+ years of applying exceptional customer service, conflict mediation and communication skills to address diverse needs. Smoothly mitigate customer conflicts through calm, level-headed strategies. Responsive and resilient team leader with adaptable and resourceful mindset.

Accomplishments

- Supervised team of 20 staff members.

Skills

- Data Entry and Maintenance
- Professional Relationships
- Calm and Professional Under Pressure
- Customer Account Management
- Customer Retention Strategies
- Customer Feedback
- POS Systems and Ordering Platforms
- Order and Refund Processing
- Online Chat
- Upbeat and Positive Personality
- Customer Data Confidentiality
- Issue and Complaint Resolution
- Needs Assessment
- Call Documentation
- Knowledge Base
- Understanding Customer Needs
- Workload Planning
- Courteous with Strong Service Mindset
- Efficient and Detail-Oriented
- Upselling Products and Services
- Building Customer Trust and Loyalty
- Responding to Difficult Customers
- Till Counting
- Technical Support and Assistance

Work History

Remote Customer Care Advocate, 08/2020 to Current

Taco Bell – Florence, SC

- Helped large volume of customers every day with positive attitude and focus on customer satisfaction.
- Responded to customer needs through competent customer service and prompt problem-solving.
- Assisted call-in customers with questions and orders.
- Addressed customer complaints and mitigated dissatisfaction by employing timely and on-point solutions.
- Built long-term, loyal customer relations by providing top-notch service and detailed order, account and service information.
- Resolved concerns with products or services to help with retention and drive sales.
- Coordinated timely responses to online customer communication and researched complex issues.
- Logged call information and solutions provided into internal database.
- Educated clients on account services and resolved client inquiries regarding statement information and account balances.
- Maintained accurate and current customer account data with manual forms processing and digital information updates.
- Described product highlights and benefits to help guide purchasing decisions.
- Created customer profiles by answering questions and providing tailored experiences based on interests and agendas.
- Maintained superior quality by reducing downtime to maximize customer support and meet revenue goals.
- Achieved long-term business objectives by analyzing customer feedback for process improvements.
- Eliminated inefficiencies by educating and training new employees on best practices and customer care procedures.
- Wrote and proofed orders to reflect proper pricing and discounts.
- Coordinated logistics and verified equipment shipment pricing and availability.

Food Service Team Member, 11/2013 to 05/2014

Rentokil Initial – Wesley Chapel, FL

- Received orders from customers and input into order management system.
- Prepared food orders to support waitstaff and other team members.
- Set up and prepared cooking supplies and workstations during opening and closing to maximize productivity.
- Kept supplies in sufficient stock by assessing inventory levels and reporting lower stock items.
- Communicated effectively with customers to plan large or specialized orders, providing customers with recommendations, samples and response to particular requests.
- Limited portion sizes and used garnishes to control food costs.
- Maintained clean, trash-free workspaces to maximize productivity and safety.
- Strictly followed sanitation and food safety guidelines as required by regulatory agencies and company.
- Made food according to standard recipes with requested changes for customer satisfaction.
- Learned other teammates' work tasks to train as backup.
- Replenished condiments, beverages and supplies while maintaining cleanliness of service areas.
- Plated hot meals and salads in aesthetically pleasing arrangements.

Customer Service Manager, 10/2010 to 04/2013

Winn Dixie – City, STATE

- Resolved customer complaints while prioritizing customer satisfaction and loyalty.
- Trained and regularly mentored associates on performance-oriented strategies and customer service techniques.
- Supervised employees and assessed performances to determine training needs and define accurate plans for decreasing process lags.
- Followed through with client requests to resolve problems.
- Aided senior leadership during executive decision-making processes and generated daily reports to recommend corrective actions and improvements.
- Developed documentation and logs of implemented solutions and generated and submitted reports.

Education

Bachelor : Business Administration, 06/2025

Pearson - Home Based

In progress of obtains bachelor degree to use as a stepping stone to achieve MBA.

Associates Of Arts : Psychology, 05/2016

University of Phoenix - Home Based

- Member of National Society of Collegiate Scholars