

CHRISTOPHER LITTLE

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PROFESSIONAL SUMMARY

Driven and enthusiastic leader with a passion for customer service and operational excellence, seeking a Shift Leader position at Chick-fil-A. With experience managing teams, exceeding performance goals, and fostering positive work environments, I am committed to upholding Chick-fil-A's values of putting customers first, pursuing excellence, and acting with integrity. My background includes streamlining workflows, ensuring quality standards, and supporting team development, aligning seamlessly with Chick-fil-A's commitment to exceptional service and employee growth.

CORE COMPETENCIES

- Customer Service
- Team Leadership
- Operational Excellence
- Communication
- Team Building
- Problem Solving
- Quality Assurance
- Workflow Management
- Conflict Resolution
- Training & Development

PROFESSIONAL EXPERIENCE

Team Member

Jun 2012 – Jul 2014

Chick-fil-A Restaurants

- Provided fast, friendly service in a high-volume food service environment, consistently exceeding customer expectations and upholding Chick-fil-A's standard of excellence.
- Fulfilled catering orders with accuracy, timeliness, and attention to quality, contributing to a seamless and positive customer experience.
- Supported daily operations by maintaining supply levels, ensuring cleanliness, and assisting team members to maximize efficiency.
- Demonstrated adaptability and a strong work ethic by taking on various roles within the team, contributing to a positive and collaborative work environment.

Retail Sales Consultant

Nov 2015 – May 2018

AT&T

- Consistently exceeded sales targets across AT&T NEXT, DirecTV, U-Verse, and Digital Life products, demonstrating a strong ability to drive results and achieve business objectives.
- Provided personalized device setup, troubleshooting, and account support for customers, ensuring a high level of customer satisfaction and building lasting relationships.
- Designed and distributed sales materials to support local and regional promotions, showcasing creativity and

initiative in promoting company products and services.

- Mentored peers and took on leadership responsibilities to assist store management, demonstrating a commitment to team development and a proactive approach to problem-solving.

Resolutions Manager

Apr 2022 – Jul 2024

OmniYard Ebay Management

- Managed customer resolutions across thousands of eBay transactions, resulting in improved seller ratings and a 20% reduction in return rates.
- Demonstrated strong problem-solving and communication skills by effectively addressing customer concerns and finding mutually beneficial solutions.
- Maintained a positive working relationship with customers, treating all individuals with respect and upholding the company's commitment to excellent customer service.
- Consistently followed company policies and procedures, ensuring that all resolutions were handled in a fair and ethical manner.

Customer Service Specialist

May 2018 – Apr 2022

OmniYard Ebay Management

- Monitored key performance indicators (KPIs) such as return rate, cancellations, and customer satisfaction to protect store performance and ranking, consistently maintaining an average feedback score of 98% or higher.
- Built and refined customer communication workflows to improve case resolution speed and quality, leading to a 50% improvement in team productivity.
- Proactively identified and addressed potential issues affecting customer satisfaction, demonstrating a strong commitment to maintaining a positive customer experience.
- Collaborated with team members to develop and implement strategies for improving customer service, contributing to a more efficient and effective team environment.

E-Commerce Product Engineer

Jul 2024 – Present

OmniYard Ebay Management

- Designed a custom Listing Designer, CRM and OMS built specifically for Auto Parts Recycling Companies to manage their eCommerce businesses.
- Implemented Automation Workflows and AI-powered systems to increase team productivity by 200% or more, implemented more accurate KPI tracking, and increased sales volume by 20%+
- Managed all support/customer service to ensure customer needs are met in a timely fashion
- Trained all new hires on our system.

EDUCATION

GED