

# MADISON KOCI

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## SUMMARY

Innovative professional focused on maintaining high levels of accuracy as well as achieving customer service and sales goals. Proven ability to establish rapport with clients and exceed all sales goals. In-depth knowledge of Microsoft Office and Microsoft Excel.

## SKILLS

- Customer Service
- Conflict Resolution
- Documentation
- Inventory
- Marketing
- Quality
- Technologically savvy
- Adaptive team player
- Courteous demeanor
- High-energy attitude

## EXPERIENCE

### TRADER JOE'S Santa Ana, CA

#### Crew Member

10/2016 to Current

- Explained and helped customers locate products based on their needs and desires.
- Ensured customer satisfaction by offering assistance, going above and beyond
- Cultivated impactful relationships with customers and drove business development by delivering product knowledge.
- Maintained calm, friendly demeanor with upset customers to de-escalate stressful situations.
- Addressed customer service inquiries quickly and accurately.

### COFFEE BEAN & TEA LEAF Santa Ana, CA

#### Shift Supervisor

12/2015 to 11/2016

- Took ownership to personally address and resolve customer concerns
- Assigned daily tasks to employees, coordinated schedules/ time off requests
- Established positive communication throughout the team, received and gave feedback when needed.
- Processed payments, handled inventory based on projected weekly traffic and balanced registers.
- Assisted the general manager during assigned periods and helped hire over 15 new team members.

### MENCHIE'S FROZEN YOGURT Huntington Beach, CA

#### Shift Supervisor

12/2013 to 11/2015

- Consistently followed ServeSafe guidelines and acted as a resource to the team.
- Took part in the locations' marketing group, and implemented ideas to be more involved with the community.
- Assisted store management with meeting standards of service and quality in daily operations.
- Trained newly hired employees on Taylor equipment and cleaning and created training manual for all team members to use as reference guide.
- Performed store opening and closing procedures, including setting up registers and checking products.

## EDUCATION AND TRAINING

**ASSOCIATE OF ARTS: ELEMENTARY EDUCATION**  
Golden West College, Huntington Beach, CA

05/2017

**BACHELOR OF SCIENCE: BUSINESS ADMINISTRATION**  
Orange Coast College, Costa Mesa, CA

## ACTIVITIES AND HONORS

- Volunteered at Second Chance Pet adoptions from 2013-2015.
- Volunteer at OC Food Bank from 2016-present.