

ABOUT ME

- Self-motivated professional with strong work ethic and positive attitude.
- Proactive team player with proven success in collaboration and prioritization.
- Dedicated to continuous learning and growth for personal and professional development.

CONTACT

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Birmingham, AL



EDUCATION



UNIVERSITY OF ALABAMA AT BIRMINGHAM

Electrical and Computer Eng.

Aug/2021-present



MICHIGAN STATE UNIVERSITY
Full-Stack Developer

Jan/2023-July/2023

ERIC PARTAIN

EXPERIENCE TEAM MEMBER

OBJECTIVE

- Ambitious and results-driven professional seeking a challenging role that will enable me to apply my problem-solving skills, create innovative solutions, and deliver exceptional customer service.
- Highly dedicated and detail-oriented, with a passion for exceeding expectations and achieving organizational goals.
- Proven track record of success in collaborating with cross-functional teams, identifying areas for improvement, and implementing solutions that drive business growth and enhance customer satisfaction.
- Adaptable and quick to learn, with a willingness to take on new challenges and explore new opportunities for personal and professional development.

EXPERIENCE

SHIPT-EXPERIENCE TEAM

(11/29/2021-present)

- Provided exceptional customer support to members and shoppers through both written and verbal communication channels, demonstrating excellent interpersonal and communication skills.
- Leveraged a variety of tools and platforms, including G-suite, Google Docs, Genesys Cloud, Workday, Slack, and Pericipio, to streamline processes, improve efficiency, and enhance the overall customer experience.
- Consistently exceeded performance metrics by effectively managing high volumes of customer inquiries and requests, while ensuring accuracy, timeliness, and attention to detail.

Coverage Team

- Collaborated with X-team and BPO agents to effectively address and resolve complex inquiries, ensuring high-quality customer service and satisfaction.
- Demonstrated leadership and problem-solving skills by proactively accepting escalated supervisor requests from members and shoppers, relieving associate managers of time-consuming tasks and ensuring timely resolution of issues.
- Acted as a trusted point of contact for team members and customers, leveraging strong communication and interpersonal skills to provide clear and concise guidance and support.

TOMMY HILFIGER-DEPARTMENT MANAGER

(8/2012-2/2015)

- Oversaw daily store operations, demonstrating strong leadership and organizational skills, and ensuring the delivery of a high-quality customer experience.
- Effectively communicated with customers, handling inquiries and resolving issues with tact and diplomacy, leading to increased customer satisfaction and sales.
- Trained and mentored team members, fostering a positive and productive work environment, and promoting a customer-centric culture.

SKILLS

Technical-Troubleshooting, Problem Solving, Office Suite, G-suite, Google Docs, Genesys cloud, Slack, Workday

Soft-Strong Oral and Written Communication, Organized, Time-Management, Adaptable, Willingness to Learn, Customer Satisfaction, and Interpersonal Skills.