

STORE MANAGER

Career Overview

Highly enthusiastic customer service professional with 19 years client interface experience. I worked in customer service for a long time. Face to face meetings as well as over the phone.

Core Strengths

- Job Objective
- To work in the customer service industry and bring my 14 years of experience and my knowledge to help improve my skills as well as be one of the best in customer service in order to seek advancement.
- Summary of Qualifications
- To serve as a liaison for the customer in meeting all their questions and concerns
- Excellent problem solving skills
- Excellent typing skills
- Excellent written and oral communication skills
- MS word
- Microsoft Excel
- Real Estate License
- Bilingual - Korean and English

Strong organizational skills

Active listening skills

Seasoned in conflict resolution

Sharp problem solver

Courteous demeanor

Accomplishments

Customer Service

- Researched, calmed and rapidly resolved client conflicts to prevent loss of key accounts.

Sales

- Consistently generated additional revenue through skilled sales techniques.

Customer Interface

- Greeted customers upon entrance and handled all cash and credit transactions.
- Assisted customers over the phone regarding store operations, product, promotions and orders.

Work Experience

Store Manager

July 2006 to September 2013 Company Name - City , State

- I ran the day to day operations such as : ordering merchandise (books, accessories, speaking with different dealers).
- As the store manager my daily duties were working with customers, answering any questions they may have had about products, such as instruments and accessories we carry, as well as helping people with rentals.

Customer Service Agent

May 2009 to April 2013 Company Name - City , State

- Worked as customer service agent making announcement in claims area in Korean and in English at Hartsfield Jackson International Airport, helped people trouble shoot problems with baggage issues, as well as in charge of the monthly reporting for passenger counts to the Atlanta International Airport.
- Also worked closely with Customs and Border Protection.
- I also worked on the ramp as well with Korean Airlines when needed.

Real Estate Agent

January 2006 to September 2008 Company Name - City , State

- I helped people find their dream homes as well as negotiate contracts for buyers and sellers side, I also have great knowledge of the Multiple Listing System, as well as answered phones, and made 100-200 cold calls a day looking for new prospects.

Assistant Manager

December 2005 to July 2006 Company Name - City , State

- I sold personal training memberships helping my clients achieve their weight goals, and gave new clients an introductory workout session to assess their strengths and weaknesses, as well as deal with customer service issues, set new appointments for new sales as well as worked as a personal trainer.

Personal Trainer/Assistant Fitness Director

July 2000 to November 2005 Company Name - City , State

- I sold personal training memberships, was in charge of hiring and interviewing personal trainers as the assistant fitness director, Helped with HR such as pay roll, front desk duties, dealing with customer service issues, helped with part-time bilingual sales with Korean speaking clients as well as train and teach them how to use machines and create a fitness program to cater to their goals, also sold merchandise and sports drinks, Inventory manager on all drinks coming into the gym, organized juiced room 3x's a week, First employee to receive a raise in 8 years, focused on mostly rehabilitation training clients with injuries such as : shoulder, knee, and sports injuries, helped people lose weight and attain their fitness goals, hit \$5000 revenue goal 6 months in a row, worked as a general manager for Bell Plaza Sports Club for one week running all the day to day operations of the 24 hr gym, dealt with customer service issues such as complaints, billing, and membership problems, trouble shooting to come up with solutions in order to make customers happy, team leader always willing to listen to new suggestions on how to improve sales, strong people skills working with people of different ethnicities.

Educational Background

BA : Sociology , 2000 Binghamton University - City , State Sociology

High School Diploma : Miscellaneous , 1995 Flushing High School - City , State Miscellaneous Skills

billing, oral communication, negotiate contracts, clients, customer service, English, general manager, hiring, HR, Inventory, Korean, team leader, director, Microsoft Excel, MS Word, people skills, problem solving skills, speaking, Real Estate, rehabilitation, reporting, sales, store manager, phones, trainer, trouble shooting, typing skills, Excellent written