

Nathan T. Galloway

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Skills

- ❖ 'Knowledgeable in Microsoft Office, POS Systems.
- ❖ Experience with scanners, printers and other computer hardware.
- ❖ Computer literate, 10 key.
- ❖ Customer service oriented.

Attributes

Motivated worker and a quick learner. Work well with others and have good customer relation skills.
Friendly, courteous, prompt, and professional. Take pride in doing quality work. Dedication for service.

Work Experience

Harmons

CUSTOMER SERVICE MANAGER

OCTOBER 2018 – PRESENT

Supervised employees to ensure proper compliance with store policies, and customer service.
Weekly scheduling of associates to ensure proper department coverage and meet labor goals.
Coached, counseled and wrote performance appraisal reviews for team members as needed.
Motivated team members to promote positive team member relations and a productive team-oriented work environment.
Resolved customer service issues in a positive matter.

LEAD CASHIER/BUSINESS CENTER ASSOCIATE

JUNE 2018 – OCTOBER 2018

Responsible for ensuring a quick, friendly, and proper checkout/returns for front end and postal/business center customers.
Resolved member issues with the Foodie Card rewards program

eBay

SELF EMPLOYED STORE OWNER

MARCH 2016 – PRESENT

Created and managed eBay store with 500+ items since 2016 with 99% positive feedback rating and \$7,200 first year annual sales.
Communicated with eBay customers on an on-going basis to answer questions, resolve disputes, provide further details about items for sale, and collect payment.
Efficiently managed inventory of average of 100 items, with a constant flow of units into and out of storage area. Conducted sales as needed to keep inventory flowing and managed inventory using Excel spreadsheets.

Conduent

QUALITY ANALYST

APRIL 2013 – PRESENT

Conduct audits of recorded phone calls and provide coaching and feedback to associates to ensure company standards and requirements are maintained.
Received "Employee of the Month" July 2013

CUSTOMER CARE SPECIALIST

OCTOBER 2012 – APRIL 2013

Respond and log incoming calls by gathering information and using set procedures to research and resolve customer issues.
Assisted customers with inquiries regarding their health insurance benefits and premium billing.
One of the top agents for call quality, maintained 100% score for 14 weeks before being promoted to call quality

Education

GRADUATED

Copper Hills High School

JUNE 1997

West Jordan, Utah