




VERITY LANGSTON

ASSISTANT SERVICE MANAGER

CONTACT

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(123) 456-7890 

Avondale, AZ 

[LinkedIn](#) 

EDUCATION

Associate of Arts

Business

University of Phoenix

2016 - 2018

Phoenix, AZ

SKILLS

Square POS

Salesforce

When I Work

Lightspeed Retail

Slack

Asana

QuickBooks

SurveyMonkey

Udemy for Business

Ring Security Cameras

WORK EXPERIENCE

Assistant Service Manager

Lowes

2023 - current / Avondale, AZ

- Championed the integration of Salesforce CRM, which enhanced customer data management and increased client follow-ups by 27%
- Designed a comprehensive employee scheduling system using When I Work, reducing scheduling conflicts by 32 hours per month
- Harnessed QuickBooks for financial reporting, cutting down accounting errors by 57% and saving eight hours per month
- Established a tracking system using SurveyMonkey to gather customer feedback, aiding a 1.7 increase in the average customer satisfaction rating

Service Coordinator

AutoZone

2020 - 2023 / Glendale, AZ

- Oversaw inventory management with Lightspeed Retail, fostering a reduction in excess stock and saving \$4,542 per year
- Advocated for the use of Ring Security Cameras, which fostered a 46% decline in incidents of unauthorized access
- Implemented Square POS across six service locations, surging transaction accuracy by 37% and saving \$7,532 in annual processing fees
- Organized training sessions through Udemy for Business, boosting team knowledge and improving overall service performance by 19%

Sales Associate

Best Buy

2018 - 2020 / Phoenix, AZ

- Boosted sales by \$12,542 per quarter through effective use of Salesforce to track and follow up on leads
- Processed and organized sales orders efficiently using Square POS, reducing order processing time by 18 minutes per transaction
- Capitalized on Asana for project management, pushing a sales team of eight to track over 150+ customer interactions per month
- Used Slack for real-time communication, facilitating the closure of eight additional deals per month through improved response times