
Lia Graham

Experienced Manager

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SKILLS

Problem Solving, adaptability, communication, teamwork, attention to detail, HTML5, CSS, JavaScript

EXPERIENCE

Snap Kitchen, Austin TX

Customer Care Manager - JANUARY 2019 - PRESENT

- Increased customer service department from one agent to four agents to accommodate growing volume
- Developed and implemented customer service policies and procedures
- Maintained and excelled in agreed upon KPIs such as response time, resolution time, and customer satisfaction rating.
- Maintained communication interdepartmentally in order to ensure customer satisfaction and exceptional customer experience
- Communicated upcoming changes to front of house staff in order to ensure excellent customer service in-stores.

Front of House Care Manager - APRIL 2018 - DECEMBER 2018

- Communicated and trained staff on upcoming digital updates to all retail staff
- Liaised with digital team on customizing appropriate training materials for staff
- Coordinated with Customer Care team to determine training gaps
- Assisted Customer Care team in navigating customer issues and providing resolutions to issues
- Created a complete training guide for a large-scale digital update and lead in-market training.

General Manager - AUGUST 2015 - APRIL 2018

- Successfully managed 3 stores within the Austin market
- Increased in-store sales 15% YOY by training employees to utilize empathetic and personalized suggestions, fitting for each individual customer's lifestyle
- Promoted digital platform, increasing sales from 5% at the beginning of 2017 to over 30% at the beginning of 2018
- Attained goal of 80% rewards member participation

Key Lead - JUNE 2014 - AUGUST 2015

- Provided remarkable customer service experiences across all platforms
- Encouraged a sales environment by promoting the digital rewards program, educating customers, merchandising and helping achieve team sales goals
- Supported store operations by managing inventory, fulfillment management, shelf maintenance, store hygiene, cash handling and opening/closing store
- Supervised team members when the General Manager was off duty

Ibanez Internal Medicine

Medical Scribe - JANUARY 2012 – MAY 2014

- Accompanied doctor into exam room to fill out EMR during appointment
- Converted paper medical records to electronic.
- Processed medical record requests from other clinics/requested medical records from other clinics.

EDUCATION

Texas A&M Kingsville - Bachelor of Science, Nutrition

MAY 2014 - Graduated Summa Cum Laude

University of Texas at Austin - Coding Bootcamp