

## OPERATIONS MANAGER

### Career Overview

Seeking to secure a position that will enable me to use my strong communication & organizational skills, customer service background and my ability to work well with people.

### Core Strengths

- Strong organizational skills
- Active listening skills
- Seasoned in conflict resolution
- Courteous demeanor
- Sharp problem solver
- Energetic work attitude
- Inventory control familiarity
- Store maintenance ability
- Top sales performer
- Telephone inquiries specialist
- Customer service expert
- Telecommunication skills
- Adaptive team player

### Accomplishments

#### *Customer Assistance*

- Worked with company systems such as Live Support and diligently completed all assigned tasks, working overtime as needed.

#### *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.

#### *Market Research*

- Interviewed clients via market research surveys to identify product issues and customer needs.

#### *Database Maintenance*

- Assisted in the managing of the company database and verified, edited and modified members' information.

### Work Experience

#### Operations Manager

May 2013 to Current Exelon 1/4 Warrendale , PA

- Managed three off-site locations
- Placed order for customers
- Worked as a liaison for management and employees
- Handled all customer care issues in store, via e-mail, text and phone
- Maintained the daily stock of equipment and tools at all locations
- In charge of hiring new employees Implemented new policies and procedures.
- Maintained up-to-date knowledge of store policies regarding payments, returns and exchanges.
- Created new processes and systems for increasing customer service satisfaction.
- Worked as a team member performing cashier duties, product assistance and cleaning.
- Computed accurate sales prices for purchase transactions.

#### Member Appointment Scheduler

December 2012 to May 2013 Lyon Communities 1/4 Anaheim , CA

- Assisted members with the scheduling of their house calls visit.
- Explained services and benefits to members.
- Worked to overcome members objectives to the visit by supplying them with key facts about why the visit was important.
- Worked with other departments to make sure that members were taken care of across the board.

#### Principal Service Representative

April 2011 to April 2012 Kuehne & Nagel Logistics, Inc. 1/4 Byhalia , MS

- Assisted customers with their electrical services in MD and DC. Mentored a team of ten by answering questions, taking over calls, providing daily stats. Monitored calls to ensure that call strategy was implemented on every customer service rep's call. Makes informed recommendation to the customer.
- Answer customers' questions and concerns pertaining to their accounts and programs.
- Responsible for the scheduling of meeting and special events.
- Acted as a liaison between managers and representatives, to ensure that every one's needs were met. Created Scripting to ensure quality of calls were met.

#### Assistant Manager

October 2010 to April 2011 Lyon Communities 1/4 Lake Forest , CA

- Assigned monthly sales quotas to reps that would meet the company' demand
- Implemented incentive programs to help representatives achieve monthly goals
- In charge of scheduling events, representatives schedules, and maintaining a clear call log
- Answer customers' questions and concerns pertaining to their accounts and promotions.
- Ensures that customers have complete understanding of their services and that they understand their bills.

#### Customer Service Representative

January 2008 to July 2010 Kuehne & Nagel Logistics, Inc. 1/4 Charleston , SC

- Triples monthly sales quota.
- Made over \$2 Million dollars in Revenue in 2009 for Verizon. A top consultant in Verizon Potomac District.
- Makes informed recommendation to the customer.
- Answer customers' questions and concerns pertaining to their accounts and promotions.
- Ensures that customers have complete understanding of their services and that they understand their bills.
- Came up with scripting for entire call center to follow to maximize sales potential
- Sat with Representatives and monitored calls to ensure call quality, accuracy and efficiency.

#### Assistant Manager

October 2006 to July 2007 Azria Health 1/4 Mediapolis , IA

- Promoted to assistant manager in five months.
- Exceeded monthly sales quota every month
- Assisted customers in their decisions for mobile technology.
- Distributed promotional fliers to mall patrons
- Trained Sales Reps on new promotions and gave helpful feedback on how to make better transitions to sales.

#### Customer Service Representative

February 2006 to October 2006 Blue Yonder 1/4 Bentonville , AR

- Explained program to staff, parents and most importantly, students.
- Helped general public on college campus with their mobile concerns.
- Helped keep lines of communication open between faculty and staff.

#### Dietary Aide/Cook

June 2005 to May 2006 American Dining Creations 1/4 Kansas City , KS

- Made sure patients diets were adhered too.
- Assisted chef in the preparation of food.
- Delivered food to patients and family.
- Ensured the cleanliness of the kitchen and met the Jewish Kosher regulations. Made sure patients overall moral was at an outstanding high by helping.

#### Telemarketer

March 2005 to August 2005 Firstservice Residential 1/4 Pembroke Pines , FL

- Helped customers get lower mortgage rate.
- Informed customer of available government funding.
- Suggested ways to maximize household income.

#### Cashier

December 2004 to March 2005 Superfresh Markets 1/4 City , STATE

- Employee of the month three consecutive months.
- Assisted customers with their food purchases.
- Changed weekly sales ads on display.
- Checked produce daily to ensure freshness.

Desk Attendant

May 2004 to September 2004 The Woodlands Swim & Tennis 1/4 City , STATE

- Check Members in and out of club.
- Kept locker rooms orderly and sanitary.
- Answered phones and filed paper work pertaining to membership.
- Responsible with coming up with weekly activities for the clubs' youth.

Educational Background

B.A : Criminal Justice , 1 2009 University Of MD Eastern Shore Princess 1/4 City , State Criminal Justice Graduating with honors  
Interests

National Urban League- 2007 Annual Conference

## INTERESTS

Volunteering at John Wesley United Methodist Church With The Children's Ministry by Planning Trips and Enriching Activities, Meals on Wheels, Writing Music For Record Label, Musikworks Ent., Participating in Debates with Scholastic Peers on Topics Picked By Review Board

Skills

Strong public speaker, Careful and active listener, Professional and friendly, Multi-tasking, Telephone Skills, Computer Proficiency, Customer Needs Assessment, Data Entry, Organizational Skills, Critical

Additional Information

- National Urban League- 2007 Annual Conference
- INTERESTS
- Volunteers at John Wesley United Methodist Church With The Children's Ministry by Planning Trips and Enriching Activities,
- Meals on Wheels,
- Writing and Editing Music for Local and National Recording Artist
- Participating in Debates with Scholastic Peers on Topics Picked By Review Board