

MATHEUS OLIVEIRA SILVA

CUSTOMER SERVICE REPRESENTATIVE

CONTACT

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PROFESSIONAL SUMMARY

Expert in customer relations, I excel in driving satisfaction to customers and mentoring staff to excellence.

Highly organized Assistant Manager skilled in leading teams, managing daily operations and boosting customer satisfaction. Achieved success in increasing sales and profits, resolving customer complaints, and overseeing staff. Committed to providing exceptional customer service and operational compliance. Dynamic Assistant Manager with a proven track record from Trader Joe's, adept in Customer Relationship Management and fostering team growth.

EDUCATION

July 2017
High School Diploma
Miami Jackson Senior High School , 1751 NW 36th St
Miami, FL.

EXPERIENCE

February 2019 - Present
Assistant Manager
Trader Joes, Sarasota, FL

- Resolved customer complaints and handled refunds and returns to promote satisfaction.
- Coached and mentored new employees on company policies and procedures.
- Communicated with clients to address questions, concerns, and needs and provide quality customer service.
- Established clear communication channels between staff members to ensure smooth workflow throughout the store.
- Implemented innovative strategies for increasing efficiency in daily operations.

LANGUAGES

- **English**
Fluent
- **Spanish**
Fluent
- **Portuguese**
Native

SKILLS

- Customer Relations
- Customer Relationship Management
- Product and Service Knowledge
- Training and Development
- Hiring and Training

REFERENCES

References available upon request