

KELLY ROULHAC

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PROFESSIONAL SUMMARY

Diligent customer service professional successful at satisfying a diverse group of customers with creative and knowledgeable solutions. Led teams and customer service-focused professionals to improve customer ratings, reduce complaints and increase business. Looking customer facing management roles.

QUALIFICATIONS and SKILLS

- Customer Service Focus
- Operations
- Merchandising
- Sales/Goals Focused

WORK HISTORY

Saks OFF 5TH, Chicago, IL | **Assistant Customer Experience Manager** | 02/2023 • Present

- Awarded quarterly for the most improved KPIs for conversation, average dollar sales, and units per transaction.
- Awarded for highest dollar sales in the district.
- Increase average transaction value by upselling products, promoting add-ons, and cross-selling.
- Oversee store operations, including opening and closing procedures, cash management, and safety compliance.
- Coach employees and train on methods for handling complicated issues and difficult customers.
- Track KPIs for efficiency and effectiveness of customer service, sales metrics, loyalty, and credit accounts.

Nordstrom Rack, Chicago, IL | **Guest Services Associate** | 06/2022 • 11/2022

- Ranked #1 six times for credit card and reward program enrollments.
- Won a contest for the most positive customer surveys.
- Enhanced guest satisfaction by promptly addressing inquiries and offering personalized recommendations.
- Streamlined the check in and check-out processes for increased efficiency and positive guest interaction.

Roti Restaurant, Chicago, IL | **Training Manager** | 1/2017 • 10/2020

- Promoted from Shift Manager to Catering Manager to Training Manager.
- Reduced onboarding time for new hires through the development of effective orientation modules.
- Established a culture of continuous learning by promoting professional development opportunities for all employees across the organization.
- Championed employee recognition programs, celebrating individual achievements and reinforcing the value of ongoing personal development.
- Communicated all team performance objectives, schedules, and training assessments to upper management.

Filens Basement Chicago, IL | **Group Manager** | 08/1998 • 01/2013

- Customer Service Operations Merchandising
- Interviews Coaching/Development Onboarding Scheduling
- Sales Goals KPI Customer Engagement
- Opening/Closing Operations Cash Office MOD Team Motivation

EDUCATION and CERTIFICATES

- *Association House of Chicago, Chicago, IL* | **BankWork\$ Program Graduate** | 03/2024
- *American Bankers Association* | **Universal Banker Certificate** | 03/2024
- *Iowa State University, Ames, IA* | **College Credits towards Business Administration**