COREY SKIDMORE

Dayton, OH | [skidmoreco@gmail.com](mailto:skidmoreco@gmail.com) | 937.710.2602

### CUSTOMER SERVICE, OPERATIONS, LOGISTICS AND TRAINING

### Customer Service and Logistics Professional and operational efficiency trainer who drives process improvements and reduces costs in multiple industries, including insurance, retail, and logistics markets. Track record in analysis, problem solving and organizational development.

* **Operational/Process Effectiveness.** Experience overseeing logistics systems, imports and exports, and transportation. Collaborated with leadership to develop and implement strategies that eliminate duplicative processes, reduce processing and management costs, and improve business outcomes.
* **Customer Relationships.** Skilled at developing new hires and advancing employee knowledge and customer service expertise, managing their onboarding and continuing education programs, and driving their superior performance.
* **Management and Leadership.** Ensure alignment with company objectives. Collaborated with business partners to manage retail business deliverables, including improving the customer experience, mentoring and training employees, and driving profitability through marketing, advertising and overseeing profit and loss details. Recognized for strong analytical, problem-solving, interpersonal, communication, and presentation skills.

**PROFESSIONAL EXPERIENCE**

**METLIFE 2021– Present**

*MetLife is****among the largest global providers of insurance, annuities, and employee benefit programs****, with 90 million customers in over 60 countries. The firm was founded in 1868.*

Customer Service Representative

## Hired for this position to help boost the customer service reputation and assist patients with managing their disability insurance claims.

* Promoted to Job Coach within three months of hire; provide training guidance to new Customer Service Representatives due to success in delivering outcomes
* Provide exceptional service deliverables to patients, improving their claims processing timelines while ensuring they receive prompt and accurate information
* Awarded position on My Voice Committee to provide employee empowerment initiatives

TOTAL QUALITY LOGISTICS 2016 – 2022

## *Total Quality Logistics connects customers with shipping needs with carriers that have the available capacity and service offerings. TQL works with a network of more than 130,000+ carriers to create greater supply chain efficiencies for customers. Drop trailer services allow for a truck trailer to be left at a specific location with the intention for another truck to pick it up later.*

**Customer Service Coordinator – Captain**

Recruited to integrate logistics with business systems and processes, including customer sales, order management, accounting, and shipping.

* Promoted from Customer Service Coordinator to Captain to oversee onboarding and development of new hires and employees in line for promotional opportunities
* Created developmental plans; focused on identifying employees’ strengths and building on them while coaching them on performance in areas with developmental gaps
* Ensured operational effectiveness through focus on employee accountability, deliverables, and performance measures
* Part of the Sales Support Elite; top contender based on performance and tenure

## Customer Service Coordinator I & II

Hired to help resolve challenges related to customer deliverables, company transportation issues and logistics systems.

Collaborated with departments to integrate logistics with business systems and processes

Supervised the work of logistics specialists, planners, and schedulers; implemented metrics to identify areas for improvement

Audited change process to ensure modifications were completed accurately, on time and to the customer’s expectations

Substantially lowered rate of customer complaints through systems improvements, more effective data collection and reporting, and improved employee training and accountability initiatives

**GAMESTOP 2015 - 2016**

*GameStop is a retail company delivering innovative, personalized, and lasting gaming, technology, and collectible solutions.*

**Assistant Store Manager**

Hired to help lead the building of a retail customer base and a staff with a drive to provide the highest level of expertise in the gaming community and exceptional customer services skills

Charged with overseeing all physical store responsibilities, including but not limited to managing inventory, overseeing all financial transactions, monitoring security protocols, and training employees

Reviewed P&L with business leaders to maintain awareness of success and identify areas for improving financial outcomes

Provided creativity in guerrilla marketing campaigns, community outreach and advertising the business to drive sales growth

Hired, mentored, and coached employees; provided effective guidance to improve the quality of recruiting and retention

EDUCATION

Completing Coursework to earn A+ Certification

Dayton School of Massage, Lima, OH – completed coursework towards certification