

John Doe

City, State

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Seeking Customer Service Roles

- ★ Nearly a decade of experience in customer facing roles, both in retail and service-oriented industries.
- ★ Recognized for proactively addressing/resolving problems and providing positive customer experience.
- ★ Entrusted to handle high-profile security detail and safe armored transport for large organizations and financial institutions.

Education

Bachelor of Applied Arts & Sciences (BAAS): Organizational Leadership | University of Texas | 2023 (**Honors:** 3.90 GPA | President's List)

Associate of Science: General Studies | Harris County College | 2022

Skills

Organizational Leadership | Guest Services | Customer Service | Customer Education | Conflict Management | Process Improvement | Operational Efficiencies | Risk Mitigation | Compliance | Workplace Improvement | Security Detail | Incident Report Management | Background Checks | Proactive Problem Solving | Integrity & Reliability | Teamwork | Multi-Task Management

Conversational Spanish, Russian, and Chinese

Professional Experience

Delivery Driver

November 2021 to April 2023

True Express | Norman, OK

- Responsible for safely delivering packages to customers in a timely manner.
- Leveraged knowledge of GPS and navigation apps to determine most effective delivery routes.
- Reviewed orders prior to delivery to ensure accuracy and completeness.
- Performed preventative vehicle maintenance checks to identify concerns or potential issues.
- Recognized as Employee of the Month for stellar performance.

Team Member

November 2020 to October 2021

Academy Sports & Outdoors | Norman, OK

- Entrusted with conducting background checks on customers wanting to purchase firearms
- Helped customers complete required paperwork
- Stocked merchandise and managed inventory on firearms and accessories in department.

- Received Attendance Award for reliable attendance and covering the most shifts for other associates.

Academic Achievements

Graduated Magna Cum Laude
Completed two degrees while working part-time

Professional Achievements

Recognized by leaders for Outstanding Job Performance
Recognized by peers for Best Team Player
Two Times Employee of the Month recipient