

# RONALD TAYLOR

## CUSTOMER SERVICE REPRESENTATIVE

### CONTACT

(123) 456-7890  
email@example.com  
LinkedIn  
City, State Abbreviation Zipcode

### EDUCATION

BACHELOR OF SCIENCE (B.S.)  
MARKETING • SEPTEMBER 2010 – JUNE  
2014

Quinnipiac University,  
Hamden, CT

### KEY SKILLS

Data analysis  
Pet nutrition  
Project management  
Sales  
Strategic thinking  
Team leadership

### CERTIFICATIONS

Certificate of Leadership Excellence  
in Leading Teams, Harvard  
University, 2019  
Pet Nutrition Coach, North  
American Veterinary Community  
(NAVC), 2016

### PROFILE

Seasoned customer service manager with over 10 years of experience in the pet industry. Team leader and Certified Pet Nutrition Coach. Coordinates with cross-functional teams to ensure the efficient operation of the store and online order fulfillment. Coaches customer service representatives to drive sales and increase loyalty program membership.

### PROFESSIONAL EXPERIENCE

CUSTOMER SERVICE MANAGER • APRIL 2018 – PRESENT

#### Happy Pets • Bridgeport, CT

- Lead a team of more than 20 customer service representatives to provide high-quality service to pet parents and create a welcoming environment
- Record KPIs to measure and improve customer service
- Handle approximately 10 escalated customer issues each week, navigating challenging situations with empathy and care
- Coordinate cross-functional meetings to align the customer service department with distribution and inventory teams
- Implement tailored follow-up strategies to increase customer retention by 10% in 2019

CUSTOMER SERVICE REPRESENTATIVE • JUNE 2013 – JULY 2018

#### Shelly's Pet Products • New Haven, CT

- Handled an average of 40 email and phone call customer inquiries per day, addressing issues with pet food subscriptions and online orders
- Assisted with the onboarding process for new loyalty members, ensuring a smooth transition and walk-through of the store app
- Increased personal customer satisfaction scores by 10 points after the first year
- Collaborated with logistics department for the timely delivery of pet products
- Upsold the store's new pet food subscription during every transaction in 2018 and increased subscription sign-ups by 20%