






RONALD TAYLOR


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.

CONTACT

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 LinkedIn | Portfolio

 Minneapolis, MN 12345

KEY SKILLS

- Data analysis
- Pet nutrition
- Project management
- Sales
- Strategic thinking
- Team leadership

PROFESSIONAL EXPERIENCE

CUSTOMER SERVICE MANAGER | Happy Pets, Bridgeport, CT
APRIL 2018 – PRESENT

- 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 | Shelly's Pet Products, New Haven, CT
JUNE 2013 – JULY 2018

- 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%

EDUCATION

- BACHELOR OF SCIENCE (B.S.) MARKETING | Quinnipiac University, Hamden, CT | SEPTEMBER 2010 – JUNE 2014

CERTIFICATION

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