





# Ava Martinez

**Customer-focused assistant manager with expertise in service enhancement and conflict resolution**

Six years of experience leading customer service teams in high-volume retail environments. Proven ability to boost satisfaction and loyalty.



## CONTACT INFORMATION

-  (123) 456-7890
-  email@example.com
-  LinkedIn | Portfolio
-  City, ST

## KEY SKILLS

- Customer service training
- Conflict resolution
- Loyalty program management
- Sales performance tracking
- Cross-department collaboration

## PROFESSIONAL EXPERIENCE

**Customer Service Assistant Manager** | ShopSmart Retail, Denver, CO  
May 2020 - Present

- Improved customer satisfaction scores by 20% by redesigning the service training program
- Implemented a loyalty rewards system, leading to a 25% increase in repeat purchases
- Resolved escalated customer disputes, achieving a 95% resolution rate

**Customer Service Supervisor** | ValuePlus Retail, Boulder, CO  
September 2018 - April 2020

- Supervised a 10-person service team, reducing customer wait times by 15%
- Tracked service metrics, enabling data-driven performance improvements

## EDUCATION

**Bachelor of Arts in Communication** | May 2015  
University of Colorado | Boulder, CO