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Jason Cole

Senior Customer Service Representative

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



City, State Abbreviation zip
code

EDUCATION

- Bachelor of Science (B.S.)
Marketing

Quinnipiac University, Hamden, CT
| June 2014

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%

CERTIFICATIONS

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