

EDUARDO HORTIZ

Anaheim, CA 714.###-#### edhortiz@example.com LinkedIn.com/in/eduardo-example

SUMMARY of QUALIFICATIONS

Energetic, versatile, and organized professional with experience in customer service, office operations, and communication. Able to step into a variety of environments, assess situations, develop plans of action, and deliver efficient solutions. Offers uncompromising integrity, solid work ethic, consistency, resourcefulness, and persistence in achieving customer service goals. Highly adaptable; able to learn new procedures and processes and quickly adjust to team structure, assignment parameters, and organizational objectives. Thrives in a fast-paced environment.

EXPERTISE & TALENTS

Customer Service
Organization
Communications

Office Operations
Scheduling
Training

Conflict Resolution
Time Management
Quality Standards

CAREER NARRATIVE

CUSTOMER SERVICE - KOHL'S CORPORATION, Anaheim, CA 2014 to Present

Hired as a seasonal sales associate during the peak holiday season. Managed the sales floor team of 20 employees, providing customer assistance and an exceptional shopping experience, while merchandising and maintaining sales floor.

- Within 4 months of employment, selected for the seasonal specialist position in the beach and swimwear departments. During the busiest season, tasked with keeping merchandise stocked and creatively remerchandising to keep area looking great.
- Handled customer concerns with diplomacy and followed through to ensure resolution.
- Oversee a team morale program that encourages management to pen thank you notes for team members who have provided outstanding service.
- Lead sales floor huddles for team members, other team leads, and executive leaders, recognizing team members for performance and communicating important information.
- Coach sales team members' behavior modification to improve communications, guest services, and merchandising to avert the implementation of corrective action notifications.

CUSTOMER SERVICE - WALMART CORPORATION, Anaheim, CA 1998 to 2014

Began WalMart career in roles of greeter and cashier. Greeted customers and maintained main door area. After two years, promoted to cashier. Operated register, processed payments, and forwarded any customer concerns to the customer service area. After five years, moved into customer service department.

- Trained new customer care reps to appreciate and clearly communicate membership benefits and promotions.
- Interacted daily with team members to synchronize completion of projects.
- Resolved customer issues with care and diplomacy. Always maintained the "customer is always right" attitude.
- Reported and maintained shrink sales, product problems, customer complaints, and regulation procedures.
- Answered questions about products, canceled orders, special ordered certain products, and matched competitor prices when able.

EDUCATION

ANAHEIM COMMUNITY COLLEGE, Anaheim, CA - Business Major