

Enthusiastic, upbeat and dedicated customer service representative with over 8 years experience in retail. Recently graduated with an associate degree in Retail Merchandising. Exceptionally well-versed in apparel and houseware retail market. Customer experience, marketing, stock control and merchandising are my forte. 100% satisfaction rating on customer service feedback over the past 24 months. 97% of queries resolved to customer satisfaction per CRM. Eager to move into a junior management role to grow my career.

Personal

- Address**
5016 Foxen Court, Cheyenne
82001 Wyoming (WY)
- Phone number**
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- Email**
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- LinkedIn**
<https://www.linkedin.com/in/derek-walker>

Professional Membership

- Retail Industry Leaders Association
- American Marketing Association

Work Experience

Customer Service Representative Apr 2017 - Present
JC Penny, Cheyenne

- Attending to walk-in customers and taking inbound customer calls
- Striving to understand the needs of each customer
- Recommending appropriate products, finding solutions and suggesting alternatives
- Sourcing, quoting and buying-in specific products for customers if necessary
- Resolving customer queries and problems to their satisfaction in as short a time as possible
- Utilising order and pricing systems and ensuring information is accurate
- Advising customers when special orders have arrived and assembling parcels
- Processing customer invoices and payment transactions using POS terminals
- Using CRM system to record and update customer interactions
- Ensuring the confidentiality of all customer data
- Keeping abreast with merchandising material, new stock and end-of-line products
- Ensuring proper and up-to-date product display and signage in-store
- Taking preemptive action concerning health, safety and waste procedures
- General inventory, sales and financial administration

Education and Qualifications

Associate Degree in Retail Merchandising Sep 2020 - Jul 2022
Casper College, Casper

Retail Management Certificate Nov 2019 - Jul 2020
Casper College, Casper

Certifications and Courses

Microsoft 365 Certificate 2019 - 2019
Microsoft

Consumer Behaviour 2018 - 2018
American Marketing Association

Skills

Customer experience	● ● ● ● ●
Communication	● ● ● ● ●
Sales and marketing	● ● ● ● ●
Microsoft 365	● ● ● ● ●
CRM	● ● ● ● ●
POS	● ● ● ● ●

References

References available on request.