# STEPHANIE PEARSON

## PERSONAL

**Name**
Stephanie Pearson

**Address**
123 Anywhere Avenue
San Antonio, TX 54321

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Motivated and organized customer service professional with over 6 years of experience in customer relations. Created a new companywide SOP for merchandise handling and returns that decreased customer complaints by 15%. Seeking to use proven communication skills and customer service background in an assistant customer service manager position.

## WORK EXPERIENCE

### Stay at Home Mom
Self-Employed, San Antonio, TX
*Sep 2018 - Present*

- Volunteered at local garage sales to create maps and posters for buyers, resulting in a 28% increase in sales.
- Taught three children specific coursework plans, improving their academic performance.
- Networked with other mothers on social media, creating a Facebook group of 100+ members to share parenting experiences.

### Customer Service Representative
ABC Shop, San Antonio, TX
*Sep 2015 - Aug 2018*

- Introduced customers to the VIP membership program, informing them of annual average savings and other benefits for members.
- Spoke with customers in person and by phone to provide information about services and products, take and enter orders, obtain details about complaints, and provide corrective services.
- Decreased customer complaints by 15% by creating a new companywide SOP for merchandise handling and returns.
- Directed unsolved issues and requests to appropriate departments.

### Administrative Assistant
ABC Shop, San Antonio, TX
*Apr 2013 - Sep 2015*

- Maintained inventory and ordered supplies using inventory software.
- Managed the office schedule, being responsible for arranging meetings and appointments.
- Answered phones and directed customers to the appropriate channels.

## EDUCATION AND QUALIFICATIONS

### Bachelor of Arts in English
University of Texas, San Antonio, TX
*2013*

## SKILLS

| Skill | Level |
| --- | --- |
| Microsoft Office | ● ● ● ● ● |
| Interpersonal skills | ● ● ● ● ● |
| Time management | ● ● ● ● ● |
| Ecommerce platforms | ● ● ● ● ● |
| Customer service | ● ● ● ● ● |
| Organization | ● ● ● ● ○ |
| Inventory software | ● ● ● ● ○ |
| Access software | ● ● ● ● ○ |