

Kevin Barduccio
(123) 456-7890
kevin.barduccio@email.com
123 First Street, New York, NY 10001

Profile

Dedicated team member with customer service and supervisory experience. Familiarity with retail settings, including promotion setups and basic sales techniques to move specific items. Knowledge of customer resolution principles and tactics and strong communication skills for coaching other team members. Academic training in retail profit and loss statements, target setting, and monthly and quarterly reports. Fluent in both English and Italian.

Key Skills

- Good oral and written communication skills
- Close attention to detail and precision
- Understanding of customer service resolution techniques
- Familiarity with retail display setups
- Knowledge of basic sales techniques used in retail settings

Education

Associate of Retail Management

Essex County College, Newark, NJ, September 2018 - June 2020

Professional Experience

Team Lead, Panera Bread, New York, NY

May 2020 - Present

- Supervise 3 to 6 team members during shifts
- Coach team members on customer service
- Resolve customer complaints when they arise
- Assist with seasonal retail display changes
- Ensure all team members follow sanitary protocols

Cashier, Walmart, Newark, NJ

September 2018 - April 2020

- Rang out customers' purchases and bagged their items
- Maintained accurate cash register balances
- Answered customers' questions when possible
- Assisted at the customer service desk occasionally