

First Last Name

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 Reddit@reddit.com

Profile

Recently concluded studying at the University of Reddit. Gaining hands-on customer service experience working as a shift supervisor in a fast-paced quick service environment. Utilizing strong interpersonal, customer service and communication skills to drive customer retention and increase add-on sales. A highly motivated and resourceful individual with the ability to priorities tasks under pressure to meet tight deadlines.

Work Experience

Shift Supervisor / Subway Franchises / 2013 – 2017

- Guiding a team of 2 to 4 individuals to understand performance expectations and sales targets within the business.
- Providing real time feedback on co-workers' performances. Developing leadership and employee skillsets.
- Assisting in emergencies, for example quality control issues or customers problems and escalating when necessary.
- Managing workflow and ensuring employees understand their duties and delegated tasks.

Skills

- **Customer Service**
Maintaining customer satisfaction driving retention and sales.
- **Information Technology**
Maintenance of point of sale systems and training employees in the correct operation.
- **Communication**
Conveying messages to customers, co-workers and management to achieve sales targets.
- **Leadership**
Positively interacting with and training colleagues.
- **Commercial Awareness**
Conscious of the needs for efficiency, cost-effectiveness and customer care.
- **Sales skills**
Building a rapport with customers increasing sales.

Education

University of Reddit / Bachelor of Arts / Geography / 2013 – 2017 (Pending)