

Lindsey Crumley

912-622-2447 | lindsey.crumley@gmail.com | Gray, GA 31032

PROFESSIONAL SUMMARY

Upbeat customer service professional with high-level emotional intelligence and proven background of leadership. Accustomed to managing opening and closing duties and coordinating employee schedules to meet demand. Reliable and energetic professional with exceptional communication skills.

SKILLS

- Operations Support
- Problem-solving abilities
- Data analysis and reporting
- Customer Service Management
- Complaint resolution
- CRM Software
- Production Scheduling
- Sales and Upselling

EXPERIENCE

Shift Leader

Panda Express, 2023 - Current

- Assessed team performance to encourage productivity.
- Responded to all customer concerns or issues promptly and professionally.
- Communicated, trained and promoted quality standards to team members.
- Executed cash management duties with POS and shift reports.
- Completed daily paperwork, including sales reports and employee performance evaluations.
- Trained new staff members on job duties and company policies.

General Merchandise Lead

Target, 2021 - 2023

- Developed strong relationships with vendors to secure favorable terms and timely deliveries.
- Managed special orders for customers seeking specific items not available in-store.
- Reviewed sales reports regularly to track progress towards goals and adjust strategies accordingly.
- Participated in weekly meetings with management to discuss sales performance and marketing initiatives.
- Maintained customer satisfaction, quickly resolving issues and offering expert assistance.

Assistant Property Manager

Stop-N-Stor, 2020 - 2021

- Organized regular inspections to monitor unit condition, identify repair needs and plan maintenance activities.
- Maintained accurate files for rent payments, delinquency reports and move-in and move-out inspections.
- Reviewed newly generated or signed leases for completion, accuracy and compliance with guidelines.
- Oversaw rent collections, ensuring timely payments from all tenants.
- Ensured compliance with local laws and regulations related to property management.

Chat Support Specialist

Startek, 2020 - 2021

- Adapted communication style based on individual customer preferences, ensuring satisfaction throughout each interaction.
- Monitored live chat performance metrics regularly to identify areas for improvement or personal development opportunities.
- Utilized excellent communication skills to build rapport with customers while addressing their needs quickly and efficiently.
- Tracked customer interactions using CRM software to ensure efficient follow-up and issue resolution.

EDUCATION

Bachelor of Arts (B.A.) of Sociology
California State University Stanislaus , Turlock , CA, Jun 2019

LANGUAGE

English
Native