

TAYLOR BROOKS

tbrooks@email.com | 555-012-3344

www.linkedin.com/in/taylorbrooks | Boston, MA 02120

CUSTOMER SERVICE REPRESENTATIVE

Customer service associate with 4 years' experience resolving complaints and handling high-volume cash transactions for national retail and food service chains averaging 600-2,000 customers daily.

EXPERIENCE

Sales Associate | June 2023 – Present

RetailMart | Boston, MA

Hired to fill a seasonal role at a high-volume urban store of a national retail chain, serving 2,000+ customers daily with 45 staff and \$8M in annual sales. Operate point-of-sale, process returns and exchanges, resolve customer complaints, and cover keyholder duties on weekends.

- Earned a full-time position after finishing the holiday season with the store's highest loyalty program signup rate.
- Process 80–120 transactions per shift on Square POS and balance the register at close, with zero cash shortages in 18 months.
- Trained 6 new associates on register procedures and store systems; wrote the one-page opening checklist now used store-wide.
- Resolve returns and customer complaints independently, escalating fewer than one issue per week to a manager.
- Open the store as 1 of 4 keyholders, with perfect attendance over 18 months.

Crew Member | March 2022 – May 2023

Quick Bite Grill | Boston, MA

Worked at an 18-staff fast food restaurant serving 600 customers daily. Handled food prep, register, cash drawer, end-of-shift deposits.

- Filled 150+ orders per shift during peak service while maintaining order accuracy above 98%.
 - Handled approximately \$2,000 in cash per day and reconciled end-of-shift deposits.
 - Maintained temperature logs and sanitation standards through 14 consecutive monthly health and safety inspections with zero violations.
 - Cross-trained on all four kitchen and counter stations within three months, providing coverage as needed for staffing shortages.
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ADDITIONAL EXPERIENCE

Security Officer | Metro Protective Services, Boston, MA

CERTIFICATIONS

ServSafe Food Handler, National Restaurant Association | 2022

EDUCATION

High School Diploma, East Boston High School | Boston, MA

LANGUAGES

English (native) | Spanish (conversational)