**Emerson P. Ray**

Valdosta, GA 31605 | Emerson\_Ray@email.com | 555-772-8525 | linkedin.com/in/epray

**Customer Services Specialist**

* Conscientious and proactive, with experience providing front-line service in high-volume and fast-paced settings.
* Superior technological skills, especially in launching new platforms to streamline communication and scheduling.
* Effective communication skills to write and convey clear and descriptive training processes.
* Valuable team management skills to train, delegate, motivate, and coach employees while driving efficiency.

**Customer Service Experience**

**Southeastern Academy** Valdosta, GA

***Customer Engagement Coordinator***April 20xx – Present

* Manage 15 employees proving front-line service, delegating tasks throughout shifts.
* Process 20+ accommodations requests, including communicating status updates and documenting case notes.
* Complete daily financial report, ensuring balanced cash drawer of up to $700.
* Streamlined accommodations processes, decreasing completion time from 1 week to 2 days.
* Revised customer service training, including writing comprehensive 20-page reference document.

**Local Grill** Valdosta, GA

***Server*** January 20xx – April 20xx

* Developed skills in time-management, customer service, and organization in fast-paced settings.
* Trained 30+ new employees, including demonstrating best practices and serving as consistent resource.
* Balanced cash and credit transactions of up to $1800 per shift, and calculated tip sharing for support staff.
* Promoted daily specials and answered customer questions about extensive menu.

**Athletic Coaching Experience**

**Local Volleyball Club** Watkinsville, GA

***Head Coach***October 20xx – May 20xx

* Coached team of 13 girls throughout season, including 3 weekly practice sessions and 20 regular season games.
* Conducted fair tryouts and selected final team roster; traveled with team to away games to ensure safety.
* Achieved third-place ranking in 12-team conference after regular season and playoffs.
* Initiated sharing weekly scheduled with practice and game time, as well as defined goals for practice sessions, to facilitate regular and open communication with both players and parents.

**EDUCATION**

**University of Georgia** Athens, GA

***Bachelor of Arts (B.A.) in Sociology***May 20xx

Dual Minor: Business Administration & Art History GPA: 3.6/4.0

**Community Engagement**

**Board Member,** *County Animal Shelter,* 20xx – 20xx • **Volunteer,** *Ronald McDonald House,* 20xx – 20xx • **Volunteer,** *County Voter Registration Initiative,* 20xx – 20xx • **Fundraiser,** *15+ Charity Runs, Walks, and Rides,* 20xx – 20xx

**TECHNICAL SKILLS**

Microsoft Word, Excel, PowerPoint **•** Adobe Illustrator, Photoshop, InDesign **•** Canva **•** SQL