

# Emerson P. Ray

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## 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

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### SOUTHEASTERN ACADEMY

Valdosta, GA

#### *Customer Engagement Coordinator*

April 20xx – Present

- Manage 15 employees providing 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

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### 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

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### 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

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**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

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