

Natalie Brennan

Supervisor

Phone: (602) 555-7834

Address: Phoenix, AZ 85001

Website: <https://linkedin.com/in/natalieb>

Email: natalie.brennan@email.com

- Results-driven Supervisor with 6+ years of experience leading teams of 12-18 employees in high-volume retail and customer service environments
- Proven track record of improving operational efficiency by 28%, reducing turnover by 41%, and consistently exceeding performance targets while maintaining team engagement and morale
- Skilled in workforce scheduling, performance management, conflict resolution, and process optimization with expertise in POS systems, inventory management, and customer service excellence
- Known for developing strong teams through hands-on coaching, clear communication, and balancing accountability with employee development

PROFESSIONAL EXPERIENCE

RetailCorp Distribution Center

June 2020 - Present

Customer Service Supervisor

Supervise team of 15 customer service representatives across two shifts, handling 600+ daily customer interactions for regional retail distribution center serving 47 store locations

- Improved first-call resolution rate from 76% to 91% through implementation of weekly coaching sessions and comprehensive knowledge base accessible to all team members
- Reduced employee turnover from 34% to 12% within first year by developing structured onboarding program and creating clear performance expectations with regular feedback
- Led team to achieve 94% customer satisfaction score for 8 consecutive quarters, ranking highest among 6 regional distribution centers
- Implemented new scheduling system that reduced overtime costs by 19% (\$22,000 annually) while improving shift coverage and accommodating employee scheduling requests
- Trained and onboarded 28 new customer service representatives over 3 years, developing standardized training checklist that reduced time-to-productivity from 5 weeks to 3 weeks
- Resolved escalated customer complaints and complex service issues, maintaining 89% resolution rate on cases requiring supervisor intervention

RetailCorp Distribution Center

March 2018 - June 2020

Team Lead

Served as team lead for 8-person customer service team, coordinating daily workflow and providing guidance during supervisor absences

- Selected to train all new hires on customer service protocols, product knowledge, and system navigation, successfully onboarding 14 employees
- Assisted supervisor with performance monitoring and quality assurance, conducting call reviews and providing constructive feedback to team members
- Coordinated coverage during peak periods and managed shift transitions to ensure seamless customer service delivery
- Recognized as "Team Member of the Quarter" (Q4 2019) for consistently exceeding performance metrics and demonstrating leadership initiative

HomeStyle Furniture

August 2016 - March 2018

Senior Sales Associate

- Exceeded individual sales targets by average of 23% across 6 consecutive quarters in high-volume retail environment
- Trained 9 new sales associates on product knowledge, sales techniques, and customer service standards
- Opened and closed store following all security and cash handling procedures, demonstrating reliability and trustworthiness
- Awarded "Sales Associate of the Year 2017" for highest sales performance and customer satisfaction scores among 24-person sales team

SKILLS

Leadership & Management Skills

Team Leadership | Employee Training & Development | Performance Management | Scheduling & Workforce Planning | Conflict

SKILLS

Technical & Operational Skills

CRM Software (Salesforce, Zendesk) | Call Center Metrics (FCR, AHT, CSAT) | POS Systems | Inventory Management Systems | Microsoft Office Suite (Excel, Word, Outlook) | Workforce Management Tools | Quality Assurance | Multi-Channel Support (Phone, Email, Chat)

SKILLS

Core Competencies

Customer Service Excellence | Written & Verbal Communication | Active Listening | Emotional Intelligence | Adaptability | Time Management | Process Improvement | Escalation Management

EDUCATION

Phoenix College

Graduated: May 2016

Associate of Applied Science in Business Management

CERTIFICATIONS

Certified Supervisor Professional (CSP)

2022

National Management Association

Customer Service Excellence Certification

2021

Customer Service Institute of America

Conflict Resolution in the Workplace

2020

American Management Association

First Aid/CPR Certified

Current through December 2025

AWARDS & RECOGNITION

Supervisor of the Year (2023)

2023

RetailCorp Distribution Center

Recognized for highest team performance metrics and lowest turnover rate among 8 customer service supervisors across regional operations

Excellence in Leadership Award (2022)

2022

RetailCorp Distribution Center

Awarded for implementing coaching program that improved team customer satisfaction scores by 18 percentage points

Employee of the Quarter, Q4 2019

2019

RetailCorp Distribution Center

Recognized for consistently exceeding performance targets and demonstrating leadership initiative as team lead

Sales Associate of the Year (2017)

2017

HomeStyle Furniture

Achieved highest sales performance and customer satisfaction scores among 24-person sales team