

Sara Lynch

Customer Service Specialist

Columbus · Ohio · US

sara.lynch@email.com | (555) 342-7890 | <https://linkedin.com/in/saralynch>

Summary

Dynamic retail professional with 15 years of progressive experience in paint-related sales, store operations, and customer service. Proven track record of driving revenue growth, enhancing customer satisfaction, and leading high-performing teams in fast-paced retail environments. Expert in product knowledge, color-mixing technology, inventory control, and visual merchandising. Bilingual in English and Spanish, with strong communication and problem-solving abilities. Seeking to leverage extensive background to excel as a Customer Service Specialist with Sherwin-Williams.

Experience

SherwinWilliams

Customer Service Specialist | 01 Oct 2021 – Present

Serve as primary point of contact for wholesale and retail customers, delivering product expertise and tailored solutions; consistently achieve a 98 % customer satisfaction score (2022). Process an average of 250 sales transactions per week, ensuring accuracy per corporate policies and handling cash, credit, and inventory adjustments. Mix and tint paints using automated equipment, creating custom formulas that meet exact client specifications; maintain a ≤ 2 % error rate in color matching. Lead weekly "Product Knowledge" huddles, training 8-10 associates on new SKU launches and promotional offers, resulting in a 12 % uplift in upsell rates. Manage store presentation, restocking shelves, setting up seasonal displays, and ensuring compliance with visual standards; recognized for Best Store Layout in regional audit (2023). Coordinate deliveries, loading/unloading trucks, and assisting drivers; hold an unrestricted driver's license and maintain on-time delivery performance of 96 %.

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ColorWorks Supply

Store Manager | 01 Jan 2017 – 01 Apr 2021

Directed all aspects of store operations for a 3,200-sq-ft retail location generating \$2.1 M in annual sales; exceeded target by \$150K (2020). Implemented a visual merchandising program that boosted floor-traffic conversion by 22 % YoY (2019). Reduced inventory shrinkage by 15 % through improved cycle-count procedures and staff accountability. Supervised a team of 12 sales associates and 2 assistants; conducted performance reviews, scheduled shifts, and developed career-path plans. Managed budgeting, expense control, and profit-margin improvement initiatives, achieving a 6 % increase in gross margin.

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ColorWorks Supply

Assistant Store Manager | 01 May 2014 – 01 Dec 2016

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Paint & Decor Co.

Senior Sales Associate | 01 Jun 2012 – 01 Apr 2014

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Sales Associate | 01 Jul 2009 – 01 May 2012

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Education & Training

Bachelor, Business Management

Ohio State University

– 01 May 2015

Associate, Business Administration

Columbus Community College

– 01 May 2010

Skills

Customer Service Excellence, Sales & Revenue Generation, Paint Mixing & Color Matching, Retail Operations Management, Inventory & Stock Control, Team Leadership & Staff Development, Safety & Compliance, Communication & Bilingual Ability, Data Analysis & KPI Reporting, Technology Proficiency, Logistics & Delivery Coordination, Problem Solving & Decision Making, Time Management & Multitasking, Additional Skills

Languages

English | – Present

Native speaker

Spanish | – Present

Conversational

Certifications

Certified Paint Technician (CPT) | 2018-01-01

Paint Professionals Association

OSHA 30■Hour General Industry Safety Certification | 2017-01-01

Customer Service Excellence (CSX) Certification | 2020-01-01

Awards

Revenue Growth | 2019-01-01

Drove a 22 % year■over■year increase in store sales (2019) through strategic product placement and incentive programs.

Inventory Control | 2020-01-01

Cut shrinkage by 15 % in 2020 by redesigning cycle■count methodology and reinforcing loss■prevention training.

Customer Satisfaction | 2022-01-01

Achieved a 98 % CSAT score (2022) for Sherwin■Williams, the highest among regional stores.

Team Development | – Present

Designed and delivered a comprehensive onboarding program, reducing new■associate training time by 30 % and improving early■stage productivity.

Operational Excellence | – Present

Consistently maintained on■time delivery performance of 96 %, supporting seamless supply■chain operations.

Interests

Interior design trends | – Present

DIY home improvement | – Present

Hiking | – Present

Regional art festivals | – Present

References

Available upon request