# Aziz Luka

*Customer Service Professional*

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## Summary

Customer‑focused professional with 9 years of progressive experience in retail, B2B wholesale, and call‑center environments. Proven ability to manage high‑volume order processing, maintain accurate master‑data records, and deliver courteous service via phone, email, and face‑to‑face interactions. Comfortable using basic ERP and CRM tools (SAP Lite, Salesforce Service Cloud) and proficient in Excel for data tracking and reporting. Recognized for improving satisfaction scores, reducing processing errors, and supporting sales teams to meet revenue targets. Seeking to leverage transferable skills into a Customer Service Representative role handling wholesale accounts and order fulfillment.

## Experience

### Customer Service Associate at HealthMart Pharmacy

01 Jun 2022 – Present

Primary point‑of‑contact for walking‑in customers and phone inquiries.

* Serve as the primary point‑of‑contact for walking‑in customers and phone inquiries, averaging 70+ interactions per shift.
* Process prescription drop‑offs, verify insurance eligibility, and coordinate with pharmacists for timely fulfillment (no direct dispensing responsibilities).
* Manage POS transactions, cash balancing, and end‑of‑day reconciliation with 0.2 % variance.
* Maintain product inventory using a pharmacy‑specific inventory system; assist in quarterly stock takes and cycle counts.
* Contribute to a 12 % increase in customer satisfaction scores (CSAT) within the first year by implementing a “quick‑response” email template for common queries.

### Sales & Service Representative at Wholesale Supplies Co.

01 Mar 2018 – 31 May 2022

Managed a portfolio of wholesale accounts and order processing.

* Handled an assigned portfolio of 120 wholesale accounts, collectively accounting for approximately $5 M in annual sales.
* Processed inbound purchase orders via EDI and manual entry into SAP Lite; performed order verification, change orders, and created exception reports.
* Collaborated with demand‑planning and logistics to resolve supply‑delay issues, achieving a 95 % on‑time delivery rate.
* Updated customer master‑data (pricing tiers, shipping addresses) and assisted in pricing request escalations.
* Developed a simple Excel‑based PO tracker that reduced order‑processing time by an average of 15 minutes per order.

### Retail Sales Assistant at SuperMart

01 Jul 2015 – 28 Feb 2018

Front‑line sales and inventory support.

* Provided front‑line customer assistance, handling cash, credit, and return transactions with a daily average of $3,000 in sales.
* Executed inventory replenishment, shelf‑stocking, and weekly cycle counts; identified and reported shrinkage, resulting in a 5 % reduction over 12 months.
* Trained new cashiers on POS procedures and store policies (no formal leadership title).

### Call Center Agent at TeleConnect Solutions

01 Jan 2013 – 30 Jun 2015

Handled inbound technical and billing calls for a technology client.

* Managed high‑volume inbound calls for a technology client, addressing billing, technical, and service‑request issues.
* Achieved a 92 % first‑call resolution rate, consistently meeting or exceeding SLA targets.
* Documented cases in Salesforce Service Cloud, ensuring accurate data entry and follow‑up.

### Career Gap – Personal Travel & Family Care at Personal Travel & Family Care

01 Jul 2011 – 31 Dec 2012

Extended family caregiving assignment and international travel.

* Completed a 12‑month extended family caregiving assignment and traveled internationally, developing cross‑cultural communication skills and enhanced adaptability.

## Education & Training

### Bachelor, Business Administration

Ohio State University

01 Aug 2012 – 01 May 2016

### High School Diploma

Dayton High School

01 Aug 2007 – 01 Jun 2011

## Skills

Customer Service & Relationship Management, Order Entry & Tracking, Data Management, Microsoft Office Suite, CRM & ERP Exposure, Cash Handling & POS Operations, Communication, Team Collaboration, Time Management & Prioritization, Basic Analytical Skills, Language Proficiency

## Languages

### English | – Present

Native speaker

### Arabic | – Present

Conversational

## Certifications & Credentials

### Certified Customer Service Professional (CCSP) | 2025-11-01

Customer Service Institute

### Business Communication Fundamentals (online short course) | 2025-12-01

Online Learning Platform

## Projects

### Selected Accomplishments | – Present

* Implemented a streamlined email response protocol at HealthMart, increasing CSAT from 84 % to 96 % within 12 months.
* Designed an Excel PO‑tracker for Wholesale Supplies Co., cutting average order‑entry time by 15 minutes and decreasing exception incidents by 18 %.
* Assisted sales team in maintaining a $5 M portfolio, contributing to a 7 % year‑over‑year growth in the assigned account segment (2019‑2021).
* Identified recurring inventory discrepancies at SuperMart; implemented a daily reconciliation checklist that lowered shrinkage by 5 % over one fiscal year.

## Interests

### Modern retail technologies, data‑driven customer insights, hiking, amateur photography | – Present

## References

### Available upon request | – Present