

# Maja Schmidt

## Customer Service Professional

Denver · Colorado · US

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## Summary

Customer-focused professional with 12 years of progressive experience in fast-paced retail and service environments. Proven ability to lead small teams, manage daily operations, handle cash and inventory, and resolve client issues with empathy and efficiency. Skilled at analyzing simple metrics, identifying workflow bottlenecks, and supporting continuous improvement initiatives. Currently seeking to translate strong interpersonal and operational abilities into a Customer Service Manager role within a distribution setting.

## Experience

### Whole Foods Market

Retail Associate – Team Lead | 01 Mar 2019 – Present

Supervised a team of 6 cashiers and floor associates, conducting daily briefings, performance check-ins, and on-the-spot coaching.

- Managed opening/closing cash procedures; maintained cash variance under 0.5 % across all shifts.
- Handled escalated customer complaints, achieving a 92 % resolution rate within the first contact.
- Monitored key performance indicators (average checkout time, customer satisfaction scores) and recommended schedule adjustments that reduced average wait time by 15 % during peak hours.
- Assisted the Operations Manager in a store-wide inventory audit (over 3,500 SKUs), updating stock count procedures and reducing shrinkage by 4 % YoY.
- Led a seasonal merchandising project that increased promotional sales by 8 % and earned the “Best Store Display” award (regional).
- Implemented a simple “issue log” spreadsheet used by the team to track recurring customer concerns; insights led to a change in the return policy wording, decreasing return-related calls by 22 % within three months.

### PetSmart

Customer Service Representative | 01 Jun 2015 – 01 Feb 2019

Delivered front-line support for pet product purchases, answering inquiries about product availability, warranty, and order status.

- Processed an average of 45 transactions per shift and performed accurate cash/credit reconciliation.
- Coordinated with the distribution center to resolve delayed shipments, logging issues in the internal ticketing system and following up with customers to ensure satisfaction.
- Trained new hires on POS operations, basic inventory lookup, and customer service best practices.
- Contributed to a pilot “express checkout” lane, reducing average checkout time from 4.2 minutes to 3.1 minutes.
- Recognized as “Employee of the Quarter” (Q4 2017) for maintaining the highest CSAT score (96 %) among the store’s service team.

### Starbucks Coffee

Shift Supervisor (Part-Time) | 01 Sep 2013 – 01 May 2015

Oversaw a team of 4 baristas during peak afternoon shifts, handling scheduling, break coverage, and performance feedback.

- Managed inventory of coffee beans, pastries, and packaging supplies; placed reorders to avoid stockouts.
- Resolved customer complaints regarding order accuracy and service speed, achieving a 4.5-star rating on the store’s Yelp page.
- Assisted in implementing a waste reduction initiative (reusable cup incentive) that cut disposable cup usage by 12 % over six months.

### Best Buy

Retail Sales Associate | 01 Jan 2012 – 01 Aug 2013

Provided product knowledge assistance for consumer electronics, guiding customers through purchasing decisions.

- Handled warranty registrations, returns, and exchange processes in compliance with company policy.
- Conducted weekly floor inventory counts; flagged discrepancies and coordinated with the backroom team for adjustments.
- Supported the store’s “Geek Squad” team on basic troubleshooting calls, escalating complex cases to technicians.

### American Eagle Outfitters

Customer Service Intern | 01 Jun 2011 – 01 Aug 2011

Assisted the customer service department with phone and email inquiries, documenting resolutions in the CRM system.

- Performed data entry for order tracking and returns, achieving a 99 % accuracy rate.
- Shadowed senior representatives to learn escalation protocols and service etiquette.

## Education & Training

# **Bachelor of Arts, Business Administration**

University of Colorado Boulder

– 01 May 2011

## Skills

Core Competencies

## Languages

**English | – Present**

Native speaker

**German | – Present**

Conversational

## Certifications

**Certified Customer Service Professional (CCSP) | 2025-10-01**

**Lean Six Sigma Yellow Belt | 2022-12-01**

## Awards

**Best Store Display (regional) | – Present**

Whole Foods Market

Earned the “Best Store Display” award for a seasonal merchandising project that increased promotional sales by 8 %.

**Employee of the Quarter | 2017-10-01**

PetSmart

Recognized for maintaining the highest CSAT score (96 %) among the store’s service team.

## Projects

**Process Improvement – Issue■log Tracker | – Present**

Designed a low■tech “issue■log” tracker for Whole Foods that identified recurring refund problems; resulted in a policy amendment that cut related call volume by 22 % within three months.

**Team Performance – Daily Huddles | – Present**

Implemented daily performance huddles for a 6■member cash team, raising average transaction speed by 15 % and lifting overall CSAT from 88 % to 92 % over a 12■month period.

**Cost Savings – Waste■reduction Program | – Present**

Coordinated a waste■reduction program at Starbucks, decreasing disposable cup usage by 12 % and saving approximately \$4,200 annually.

## Interests

**Personal Interests | – Present**

- Hiking
- Sustainable living
- DIY woodworking projects

## References

References available upon request