

Mehar Petrosyan

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Summary

Results-driven professional with over 10 years of experience in customer service, operational support, and team coordination within fast-paced retail and consumer-facing environments. Proven ability to manage workflows, support cross-functional collaboration, and maintain high standards of accuracy and client satisfaction. Experienced in data entry, process documentation, and coordinating administrative tasks across departments. Currently pursuing professional development in product management fundamentals and digital analytics to support a transition into tech-enabled business operations. A reliable, detail-oriented team player with strong communication skills and a commitment to continuous improvement—ideal for roles requiring strong execution, stakeholder coordination, and data-informed decision-making.

Experience

Utah Valley Retail Group

Customer Service Coordinator | 01 Mar 2019 – Present

Coordinate daily customer service operations across 3 retail locations, ensuring consistent service delivery and compliance with company policies. Serve as liaison between store teams, district managers, and corporate support, relaying feedback, updates, and operational issues. Maintain digital logs of customer complaints, resolutions, and recurring patterns; present weekly summaries to management. Trained 15+ new employees on customer service protocols, POS systems, and internal communication tools. Streamlined shift scheduling and supply ordering processes using shared Google Sheets, reducing administrative delays by 20%.

- Led a customer feedback initiative that improved average store satisfaction ratings from 3.8 to 4.4 (on 5-point scale) over 10 months through targeted training and real-time issue resolution.

ValuMax Department Store

Store Associate / Operations Support | 01 Jun 2014 – 01 Feb 2019

Provided frontline customer service, managed checkout operations, and handled cash and credit transactions with 99.7% accuracy over two years. Supported inventory receiving and restocking, participated in monthly cycle counts, and flagged discrepancies to supervisors. Collaborated with visual merchandising team to update displays based on promotional calendars and seasonal trends. Answered product and policy questions, escalated complex issues to managers, and maintained service logs. Assisted in onboarding new associates by demonstrating store systems and service protocols.

- Recognized as “Employee of the Quarter” twice for consistent performance, reliability, and positive customer feedback.

Salt Lake Home Services

Administrative Assistant | 01 Sep 2012 – 01 Apr 2014

Provided administrative support to a team of 8 field technicians and 2 regional managers. Scheduled service appointments, updated client records, and tracked job statuses in a shared spreadsheet system. Generated weekly reports on service volume, customer feedback, and technician availability. Coordinated supply orders and maintained office inventory. Responded to customer phone and email inquiries, routing urgent issues appropriately.

- Position ended due to company restructuring. Career transition followed into retail operations.

Education & Training

Bachelor of Arts, Communication

University of Utah

– 01 May 2012

Google Project Management Certificate, Project Management

Coursera

– 30 Sep 2024

Result: In Progress

Professional Development

LinkedIn Learning

01 Jan 2022 – 31 Dec 2023

Skills

Product Management, Stakeholder Communication, Requirements Gathering, Cross-Functional Collaboration, Problem Solving, Data Entry & Management, Customer Relationship Management, Project Tracking, Workflow Coordination, JIRA, Google Workspace, Microsoft Office Suite, Task Prioritization, Time Management, Team Support & Coordination, Customer Service Excellence, Inventory & Operational Support, Process Documentation, Meeting Facilitation, Attention to Detail, Verbal & Written Communication, Active Listening, Issue Resolution, Basic Data Analysis, User Experience Feedback Collection, E-commerce Platforms, CRM Systems, Agile Methodologies, Presentation Development

Languages

English | – Present

Native

Armenian | – Present

Fluent – spoken and written

Certifications & Credentials

Google Project Management Professional Certificate | 2024-09-30

ServSafe Customer Service | 2016-01-01

Awards

Employee of the Quarter | – Present

ValuMax Department Store

Recognized as “Employee of the Quarter” twice for consistent performance, reliability, and positive customer feedback.

Projects

Operational Reporting Template | – Present

Improved operational reporting efficiency by designing a standardized Google Sheets template used across 3 store locations, reducing weekly reporting time by 5–6 hours.

Customer Service Performance | – Present

Delivered consistent customer service performance with zero formal complaints over 8 consecutive quarters.

Holiday Season Operations Support | – Present

Recognized formally for cross-functional support during holiday season operations, contributing to a 12% YOY increase in customer throughput.

Team Huddles Initiative | – Present

Developed and led bi-weekly team huddles to share operational updates and frontline feedback, adopted as best practice by district manager.

Interests

Data visualization | – Present

reading business case studies | – Present

hiking in the Wasatch Range | – Present

community volunteering | – Present

• youth mentorship program, 2017–2019

References

Available upon request

