

Ema Masuda

Cloud Product Manager

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Profile

Customer-focused professional with over 10 years of experience in retail operations, client engagement, and team coordination within high-volume service environments. Proven ability to manage day-to-day operations, support cross-functional collaboration, and deliver positive customer experiences. Adept at using digital tools for task tracking, basic data reporting, and workflow documentation. Currently pursuing foundational knowledge in cloud computing and product lifecycle principles to transition into technology-oriented roles. Seeking to leverage strong organizational, communication, and process-following skills as a Cloud Product Manager, with a commitment to learning and contributing to scalable product delivery in a collaborative tech environment.

Skills

Customer Service & Client Communication, Stakeholder Coordination, Process Documentation & Workflow Support, Basic Data Reporting & Metric Tracking, Microsoft Office Suite, Google Workspace, Task Management Tools, Point-of-Sale (POS) Systems, Inventory Management, Team Collaboration & Peer Training, Time Management & Multitasking, Problem Solving & Escalation Support, Requirements Gathering (non-technical), Meeting Facilitation & Note-Taking, Product Lifecycle Awareness, Cloud Computing Fundamentals, Agile Principles, Jira & Confluence, Client Feedback Collection, Cross-Functional Liaison, Data Organization & Spreadsheet Management, Web Portal Navigation, Remote Collaboration Tools, Continuous Learning Mindset, Detail-Oriented Planning,

Documentation Standardization, Root Cause Identification, User-Centric Thinking, Presentation Support

Awards

Employee of the Quarter | 2021-04-01

CVS Health

Recognized as "Employee of the Quarter" in Q2 2021 for consistently high customer satisfaction scores (average 4.9/5 over 6 months) and zero cash-handling discrepancies over a 12-month period.

Top 10% Customer Satisfaction Ratings | 2016-09-01

BestBuy

Achieved top 10% in customer satisfaction ratings among 45 store employees for three consecutive quarters (Q3 2016–Q1 2017).

Reduced Customer Wait Times | 2020-12-01

CVS Health

Reduced customer wait times at checkout by 12% during peak hours through improved shift coordination and proactive team support in 2020 holiday season.

Certifications

CPR & First Aid Certified | 2020-01-01

American Red Cross

Google Project Management Certificate | 2024-09-30

Google

Introduction to Cloud Computing | 2023-01-01

Coursera (IBM)

Interests

Technology trends and digital product design | – Present

UX/UI case studies and user journey mapping | – Present

Community volunteering at local youth mentorship programs | – Present

Hiking and outdoor activities in the Sonoran Desert | – Present

Experience

CVS Health

Lead Retail Associate | 01 Mar 2018 – Present

Serve as senior team member on the sales floor, supporting customer inquiries, product location, and checkout operations in a pharmacy-adjacent retail environment. Coordinate daily shift handoffs with supervisors and team members, ensuring consistent service standards and accurate communication of operational updates. Utilize POS systems to process transactions, handle cash reconciliations, and manage returns while maintaining accuracy and compliance with store policies. Support inventory restocking and merchandising efforts, tracking low-stock items and communicating needs to department leads. Train new retail staff on customer service protocols, safety procedures, and basic system usage; onboard approximately 15 associates over the last 4 years. Collaborate with pharmacy team on logistics such as order pickup areas and customer flow, gaining indirect exposure to healthcare service operations.

- Recognized as “Employee of the Quarter” in Q2 2021 for consistently high customer satisfaction scores (average 4.9/5 over 6 months) and zero cash-handling discrepancies over a 12-month period.
- Reduced customer wait times at checkout by 12% during peak hours through improved shift coordination and proactive team support in 2020 holiday season.

BestBuy

Customer Service Representative | 01 Jun 2015 – 01 Feb 2018

Assisted customers with product selection, returns, and technical setup support for electronics and home office devices. Acted as first point of contact for customer concerns, resolving issues and escalating complex technical cases to support technicians. Used internal ticketing system to log service requests, track resolution timelines, and follow up with customers post-resolution. Participated in team meetings to share customer feedback and suggest process improvements for store operations. Supported Black Friday and holiday operations with back-of-house coordination, inventory pulling, and queue management.

- Achieved top 10% in customer satisfaction ratings among 45 store employees for three consecutive quarters (Q3 2016–Q1 2017).

Office Depot

Operations Assistant | 01 Sep 2012 – 01 May 2015

Supported office supply fulfillment, order processing, and front-desk customer service for business and retail clients. Managed incoming shipments, verified deliveries, and maintained inventory logs using basic digital tracking spreadsheets. Assisted small business clients with bulk ordering and delivery scheduling, acting as a liaison between sales and logistics teams. Documented operational issues and recurring customer requests for weekly management reviews. Trained temporary staff during high-demand periods, focusing on safety, store layout, and order accuracy.

Education & Training

Bachelor of Arts, Communication

Arizona State University

– 01 May 2012

Projects

Product Management Fundamentals Course | – 01 Jul 2024

Enrolled in “Product Management Fundamentals” – Udemy (Expected completion: July 2024)

Self-Directed Technical Study | – Present

Participating in self-directed study of AWS and GCP console navigation, Agile frameworks, and Jira usage

References

References available upon request.