

William Petersen

Operations Support Associate

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Profile

Detail-oriented professional with over 12 years of experience in retail operations and customer service, including time in fast-paced environments requiring coordination, documentation, and cross-functional support. Skilled in managing daily workflows, maintaining accurate records, and supporting team objectives in structured settings. Demonstrates strong organizational abilities, reliable follow-through on tasks, and effective communication with colleagues and customers. Currently building project management competencies through self-directed learning and coursework. Seeking to transition into a project coordination or support role within IT and communications, where transferable operational experience can contribute to team success while developing specialized expertise.

Skills

Microsoft Excel, Microsoft Word & PowerPoint, Email & Calendar Management, Data Entry & Record Maintenance, Customer Service & Client Support, Problem Solving & Troubleshooting, Time Management & Scheduling, Team Collaboration, Inventory Tracking, POS Systems, Communication, Meeting Support & Minute-Taking, Task Prioritization, Process Documentation, Report Compilation, Basic Project Planning Concepts, Familiarity with Agile Terminology, Familiarity with Waterfall Workflow, Attention to Detail, Conflict Resolution, Team Training, File Organization, Cross-Department Coordination, Change Management, ERP Systems, Office 365 Suite, Data Accuracy & Validation, Stakeholder Communication

Languages

English | – Present

Native speaker

Spanish | – Present

Conversational (basic)

Awards

Team Support Performer of the Year | 2021-01-01

Marshall's Home & Goods

Recognized for consistent accuracy in inventory reporting and staff coordination during peak holiday season.

Achieved Top 10% in Customer Satisfaction Scores | 2017-01-01

Urban Threads Apparel

Based on internal mystery shopper evaluations across urban retail locations.

Certifications

Project Management Professional (PMP) – Preparation in Progress | 2024-09-30

PMTraining Online

Microsoft Excel Certification (MOS) – Under Review | – Present

Self-preparation via practice exams and tutorials

Interests

Technology trends | – Present

Urban cycling | – Present

Community volunteering | – Present

- tutoring at local adult learning center

Reading business and productivity blogs | – Present

Experience

Marshall's Home & Goods

Operations Support Associate | 01 Jun 2018 – Present

Support daily store operations by managing inventory logs, coordinating shipments, and maintaining supply records using digital spreadsheets and internal logs. Assist in scheduling team shifts and communicating updates to 12+ staff members via shared calendars and internal messaging. Collaborate with regional logistics coordinators to ensure timely restocking of high-demand items, reducing out-of-stock incidents by 18% over 18 months. Serve as point of contact for customer inquiries, resolving complaints and coordinating returns or exchanges efficiently. Prepare weekly performance summaries and sales reports using Excel, shared with district managers for review. Participate in process improvement discussions during team meetings, contributing ideas based on frontline experience.

- Recognized as “Team Support Performer of the Year” (2021) for consistent accuracy in inventory reporting and staff coordination during peak holiday season.

Urban Threads Apparel

Senior Sales Associate / Floor Supervisor (Non-Management) | 01 Mar 2014 – 01 May 2018

Assisted customers with product selection, order tracking, and after-service follow-up, maintaining a 94% satisfaction rating over two years. Oversaw daily opening and closing procedures, including cash handling, till reconciliation, and front-of-store readiness. Trained 15+ new hires on POS operation, store policies, and customer engagement protocols—reducing onboarding time by an average of 3 days per employee. Coordinated visual merchandising updates under guidance from regional marketing team, aligning with seasonal promotional themes. Maintained digital log of damaged goods, returns, and product availability, shared weekly with inventory team.

- Contributed to a 12% increase in accessory sales (2016–2017) by improving display placement and staff product knowledge through informal peer coaching.

NorthPoint Distribution Center

Customer Experience Coordinator (Contract Role) | 01 Sep 2012 – 01 Feb 2014

Supported end-to-end order fulfillment process by tracking shipment statuses and updating customer service teams on delays or exceptions. Processed customer feedback forms and categorized common issues for operational review (e.g., packaging, delivery time). Managed data entry for service tickets and collaborated with dispatch team to resolve routine logistics issues. Used Excel to generate biweekly reports summarizing customer complaint trends and resolution timelines.

- Helped reduce data entry errors by 22% over a six-month period by standardizing form completion templates and checklist usage.

Education & Training

Bachelor of Science, Business Administration

University of Illinois at Chicago

01 Aug 2008 – 01 May 2012

Online Learning, Project Management Principles

Coursera / LinkedIn Learning

01 Jan 2021 – 01 Dec 2023

Projects

Improved Inventory Accuracy by 18% | 01 Jan 2020 – 01 Dec 2021

Proposed and helped implement a weekly cross-check system between digital logs and floor stock at Marshall's Home & Goods.

Enhanced Onboarding Efficiency | – Present

Created a quick-reference guide for new associates at Urban Threads, adopted informally by store managers.

Reduced Data Entry Errors by 22% | – Present

Introduced a standardized checklist for customer service forms during contract role at NorthPoint.

References

Available upon request