



TAYLOR SMITH

DETAILS

586 Lune Court, Leland, 28451-8921, United States
tmsmith562@gmail.com
(910)442-7814

PROFILE

Stay at home mom, looking to jump back into the workforce with a growing company where I can apply my experience to increase the company's reputation and profitability.

EMPLOYMENT HISTORY

Store Manager, Goodwill Industries of Eastern NC, Wilmington

2015 – 2017

Makes sure that staff are all working towards the target for the day and that excellent customer care standards are met at all times.

Managing and motivating a team to increase sales and ensure efficiency

Handles face-to-face enquiries from customers

Ensuring standards for quality, customer service and health and safety are met at all times.

BDC to Service Writer to Vehicle Upgrade Program Manager, Neuwirth Motors, Wilmington

2013 – 2015

Created and Implemented program with no superior direction.

Worked alongside Service Manager to increase company profit.

Handled face-to-face enquiries from customers

Found ways to measure customer satisfaction and improve services

Flipped service customers to purchasing new vehicles.

Front Desk Receptionist, Toyota of Wilmington, Wilmington

2012 – 2013

Greeted and directed guests to appropriate departments

Handled Multi-line phone system

Updated vehicle inventory for company website

Customer Service Manager, Allied Marketing, Wilmington

2010 – 2012

Increased sales and company profit for first time since 1994

Implemented training course for new recruits — speeding profitability.

Expanded company services into new regions

Helped to develop and implement a customer service policy

Managed a team of 20-30 customer services staff in company call center

EDUCATION

Cape Fear Community College, Wilmington

2017

Wilkes Community College, Wilkesboro

2003 – 2006

Diploma, Wilkes Central High, Wilkesboro

2002 – 2006

SKILLS

Hard Working	Flexibility and Adaptability
Adobe Photoshop	Self-motivation
Microsoft Office Word	Conflict Resolution
Interpersonal Skills	Leadership and Teamwork
Critical thinking and problem solving	Problem Solving
Creativity	Decision Making
Leadership Skills	Microsoft PowerPoint
Microsoft Excel	Teamwork
Time Management	Ability to Multitask
Effective Time Management	Leadership
Fast Learner	Communication
Computer Skills	Microsoft Office
Ability to Work in a Team	Adaptability
Customer Service	Communication Skills
Ability to Work Under Pressure	