

Dylan Taylor

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I am a dynamic listener with the ability to develop empathy and form winning scenarios quickly. Most comfortable in fast paced environments, wishing to leverage my skill to fill the C.S / Sales Position.

Skills

- Customer Oriented
- Fast and efficient service worker
- Dynamic Listener
- Organized multi-tasker
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- Dedicated team player
- Interpersonal Skills
- Strong Client Relations
- Exceptional communication skills

- **Work History**

- Inside Sales Associate January 2018 – Present

- Wayfair

- Initially started a Sales Agent for generalized sales; progressed all three levels exceeding goals to reach the ultimate team of Specialized Sales.
- Selected to train all new inbound sales employees on doing things the Wayfair way.
- Troubleshoot and solve issues efficiently
- Consistently finished in top ranks.
- Mastered Wayfair Software system, wpm 65.

- Team Member Aug. 2017 – Jan. 2018

- Chick-fil-A

- Lead Cashier for Front Counter
- Trained New employee's on handling customer concerns, and providing the best quality of customer service.
- Built loyal clientele through friendly interactions and consistent appreciation.

- Team Lead Oct. 2016 – April 2017

- Whataburger

- Cross-trained and coordinated scheduling with team members to ensure seamless service.
- Communicated openly and honestly with the management team during each shift to ensure it ran smoothly.
- Greeted customers and provided excellent customer service.
- Operated the drive-through window and sales register quickly and efficiently.
- Promptly and empathetically handled guest concerns and complaints.
- Consistently provided friendly guest service and heartfelt hospitality

- **Education**

- High School Diploma: 2017
The Masters Learning Institute - Austin