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Savannah, GA

Zoe Batie

Key Highlights

- 5 years of experience in Customer Service
- 3 years of experience in Inventory and Data Entry
- 3 years of experience in Retail
- 1 year of experience in Animal Care

EXPERIENCE

Amazon, Port Wentworth, GA – *Seasonal Customer Service/Inventory Associate*

June 2019 – May 2022

- Transported, organized, labeled, and processed over 5,000 items of inventory daily, accommodating constantly changing shipment schedules and delivery times.
- Performed daily quality checks of inventory, ensuring damaged items were reported and removed for inspections.
- Collaborated cross-functionally with the safety team in safety projects to improve safety awareness in the work environment.
- Assembled and packed 500-1000 boxes per shift, carefully following the company's policies and procedures.
- Demonstrated leadership and attention to detail, resulting in being named employee of the month thrice in one year.

HLA, Savannah, GA – *Inventory Clerk (Contract)*

May 2021 – October 2021

- Maintained an accurate record of inventory by preventing and resolving inventory discrepancies.
- Completed all data entry requests and tasks within required timeframes while maintaining a high level of quality.
- Created barcode labels using item numbers, scanned and applied labels into the warehouse computer system.
- Maintained inventory controls by collecting stock location orders, printing requests, and recording amounts of materials and items received.
- Demonstrated proficiency in operating RF scanners to input order entries.
- Researched and resolved inventory discrepancies by taking appropriate steps such as investigating any previous or current customer claims

Michigan Humane, Detroit, MI – *Receptionist / Animal Care Attendant*

August 2020 - May 2021

- Greeted customers in person and over the phone in a friendly and professional manner.
- Provided excellent customer service to clients by setting appointments, processing prescription refills and food orders, and explaining payment processes and options.
- Check patients in for their appointments by locating medical records and confirming services to be performed.
- Answering and managing large volumes of calls and emails throughout the day.
- Maintained upkeep of animals by providing proper nourishment, essential grooming, administering medicines, and sanitizing kennels and cages.
- Process new patients and update client records with crucial information in the database.
- Developed great client relationships and earned a reputation for delivering exceptional customer service.
- Create and maintain medical records, general files, logs, and other related records and documents organized, including sorting, labeling, filing, and scanning.

Charming Charlies, Jacksonville, FL – Style Adviser

April 2019- August 2019

- Maintained a clean, organized inventory and curated displays of rotating seasonal clothing accessories.
- Anticipated customer needs and provided them with high-quality service while upholding brand standards and values to ensure customer satisfaction.
- Happily guided customers through the process of successfully finding their ideal styles.
- Meticulously handled POS system transactions, including credit, cash, exchanges, returns, and refunds, to ensure seamless and accurate cash flow.
- Actively stay informed about the latest sales offerings and loyalty programs.
- Worked on a team of 8 other sales associates to boost sales goals, conversion, and units per transaction through constant communication and celebrating accomplishments.

Build-A-Bear Workshop, Jacksonville, FL – Bear Builder

August 2018 - April 2019

- Assembled and packaged child products for accuracy to maintain customer satisfaction with orders.
- Offered an enjoyable experience with a friendly disposition for customer satisfaction.
- Guided customers on purchases based on interest, promotions, and other sales and preferential parameters.
- Accompanied parents and children in the design and construction of personalized stuffed animals.
- Worked with a team of six employees with sewing equipment maintaining safety and cultivating a productive atmosphere.

- Organized and lead parties for children and or adults with exceptional bear-building experience
- Recognized as Bear Builder of the month for excellent customer service and strong work ethic.

Newk's Eatery, Jacksonville, FL – Server

April 2018 – July 2018

- Served breakfast, lunch, and dinner to 50-100 customers per shift at a national chain restaurant
- Gained experience managing time and effectively multitasking while waiting tables.
- Swiftly and successfully resolved conflict resulting in customer satisfaction 100% of the time.
- Warmly greeted new and returning customers and developed relationships resulting in customer loyalty.
- Formally trained new hires on menu items, computer standards, and customer service expectations.
- Performed daily quality assurance checks to ensure inventory goals were met.
- Provided the optimal customer experience by accurately taking customer orders and safely handling food while simultaneously enhancing customer service and verbal communication skills.

Caribou Coffee, Waukee, IA – Barista

May 2016 – February 2018

- Memorized over 30 menu items and created custom drinks for 50 to 100 guests per shift.
- Successfully fulfilled customer orders, including hot and cold drinks, seasonal offerings, and over 30 food items.
- Provided outstanding customer service while remaining calm during periods of high volume.
- Managed store inventory of over 100 SKUs, ensuring that all supplies were stocked 100% of the time.
- Maintained a clean and organized workspace to optimize operations.
- Recognized as a top performer at a coffee shop and was mentioned by name in online reviews.

EDUCATION

- **Oakland Community College, Bloomfield, MI**
- **Waukee High School, Waukee, IA**