

SABRINA JONES

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SUMMARY

Customer service and management professional seeking a challenging position where aggressive initiative and contributions to the Registrar's goals will be welcome. Fifteen years + in management utilizing strong organizational, written and oral communication skills. Dedicated to providing excellent customer service and making operational and procedural improvements.

AREAS OF EXCELLENCE

- Managing Student employees
- Customer relations specialist
- Conflict resolution techniques
- Attention to detail
- Hard working and dedicated
- Problem solving
- Training and development
- Calm under pressure

ACCOMPLISHMENTS

- Played an instrumental role in increasing customer service ratings from 84% when I took over the Customer Service position to 94% to 100% within 3 months with Bed Bath and Beyond
- Streamlined customer services to better serve customers needs through training and operational improvements.
- Instrumental in reducing shrinkage by \$47,000 the first year and \$57,000 the second year by keeping accurate and updated files and inventory accounts in receiving and sales floor areas, this resulted in added staffing hours and store management bonuses.
- Promoted from department lead to assistant manager after six months of employment at Linens ' n Things

EXPERIENCE

6/2020-Current

Customer Service specialist agent Full Time
Campervan HQ-Boulder, CO

- Answer phones, assist customers with purchasing, returns and exchanges.
- Resolving escalated customer conflict issues.
- Complete customer satisfaction with any product issues.
- Assist customers with decisions on the correct merchandise for their specific van build.

5/2019 to 01/2020

Customer Service specialist agent Full Time
Pact Apparel- Boulder, CO

- Answer phones, assist customers with purchasing, returns and exchanges.
- Resolving escalated customer conflict issues.
- Complete customer satisfaction with any product issues.

8/2017 to 5/2019

Tax representative administrative assistant to Enrolled Agent - Full time
BCTax, LLC - Boulder, CO

- Opening new client case files.
- Phone calls to clients regarding initial consultation with enrolled agent
- Work closely with Enrolled Agent to manage caseload of clients.
- Assisting enrolled agent in regards to transcribing and answering emails to and from clients regarding their case.
- Transcribing letters to clients and the IRS regarding financial statement information.
- Updating and maintaining client files.
- Prioritizing files based on urgency of the case.
- Correspondence with the IRS on behalf of the client regarding compliance checks.
- Closing files once the resolution process has been accomplished.

08/2016 to 05/2017

Enrollment and Record Services Temporary Aide - Full time
University Colorado Boulder - Boulder CO.

- Front Desk Customer Service, student records processing, supporting the call center.
- Transcripts (processing, printing and mailing)
- Resolution of emails such as transcripts, College Opportunity Fund, Selective Service, Enrollment and Degree Verifications, general registration questions.
- Knowledge of FERPA regulations.
- Corresponding with external offices for solutions or corrections on document processes and student related issues.

10/2009 to 8/2016

Assistant Manager/Operations/Customer Service Trainer - Full time
Bed Bath and Beyond - Durham/Boulder, North Carolina/CO

- Managing staff, schedules, making decisions to ensure effective customer service,
- Effectively communicated with team members to maintain clearly defined expectations.
- Resolve customer questions, issues and complaints. Developed a rapport with the customer base by handling difficult issues with professionalism.
- Recommended changes to existing methods to increase the accuracy, efficiency and responsiveness of the customer service department.
- Responsible for interviewing, hiring, and scheduling of new sales associates and development, creating visual displays, planned sales events.
- Liaison for buyers and management.
- Training and development of university students
- Directing and guiding students through their first years and beyond with their needs in setting up their dorm rooms or apartments to make their school years comfortable and enjoyable, with our "Pack and Hold" program. Essentially creating a customer for life.

1/1998 to 1/2008

Operations Manager/Store Manager - Full time
Linens n Things - Durham, North Carolina

- Responsible for ensuring adherence to procedures, processing paperwork, correcting data inaccuracies, tracking data, and training staff to correct errors
- Scheduling and tracking staff work hours, maintaining HR files, training new staff, training new managers for the district
- Ensuring currency of inventory data and researching/resolving any issues

1/1993 to 1/1997

Department Manager
Uptons - Raleigh, NC

- Managed part-time staff, generally college students
- Accomplished training and development of myself and my employees in multiple areas of the company. Several of those employees became department leads or managers themselves.

EDUCATION & TRAINING

- Fred Pryor Excel Basics and Advanced classes – 2014
- MS Word, PowerPoint, Excel – ongoing
- Human Resources training, 15 sessions – 2009-2016
- Customer Service Manager Certificate (CSMC) – 2009-2010

- Completed customer service management training – 1998-2000
- Management of Human Resources, 15 Sessions – 1995-1997
- Yearly Human Resources seminars 7 sessions with current company