

Jackie Simeone

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Customer Service Specialist

Over sixteen years of customer service and store management experience, supervising up to 50 employees, and sales of \$30 million.

Produced exceptional results for employers, hired top performers, trained and guided them to rapid onboarding, reduced involuntary turnover, and managed inspired and high performing teams.

Able to quickly understand customer needs and identify ways to improve customer experience and satisfaction through better trained staff, improvements to the buying decision and process, product selection, pricing and store arrangement.

WORK HISTORY

Sunshine House

2007 - Present

Pre-School Teacher

- Taught 3-5 years olds
- Assisted school with extracurricular activities, events and functions
- Served on the PTA, formulated new Bylaws, and enrolled parents to the Board.
- Helped school with fundraisers, raising over \$100,000 per year.

Anchor Blue

1990 - 2006

Store Manager

In role as Senior Manager, hired, trained and supervised over 50 employees. Measured on basis of sales, employee turnover, inventory management, and employee morale.

- Managed 50 plus employees and management staff.
- Established and enforced a professional environment and standard operating procedures in compliance with company policies.
- Hired and trained new employees. Motivated team on a daily basis.
- Counseled personnel on professional development and career advancement.
- Monitored performance of individuals and the team; took corrective action when necessary.
- Stores that I managed were among the top performers from 1993-2004.
- Coordinated new store openings to include recruitment, hiring, orientations, and training.
- Responsible for shipping and receiving for all merchandise.

- Successfully coordinated daily operations of front and back office.
- Established personalized services to promote effective customer loyalty.
- Rotated staff between departments to cross-train them and improve productivity and sales.

EDUCATION

Management Certificate-Los Medanos College, Pittsburg

B.A., Liberal Studies-California State University, Chico

Computer Skills-Proficient in: Windows XP, Word, Excel, and Internet