

JACKSON TURNER

Returns Specialist

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🌐 www.qwikresumes.com



PROFESSIONAL SUMMARY

Dynamic Returns Specialist with 2 years of experience in managing customer returns and optimizing operational processes. Proven ability to enhance customer satisfaction through effective communication and problem-solving techniques. Committed to maintaining accurate return records and ensuring compliance with company policies while driving efficiency in return workflows.

WORK EXPERIENCE

Returns Specialist

Quantum Solutions LLC

📅 Feb / 2024 - Ongoing

📍 Phoenix, AZ

1. Coordinated the return of products from various customers, utilizing different shipment methods for optimal efficiency.
2. Collaborated with customers to ensure satisfaction, providing support and training on return processes.
3. Maintained detailed spreadsheets in Excel to track return data and analyze cost centers for revenue optimization.
4. Reviewed RMA requests, ensuring compliance with company policies and notifying relevant sales teams of significant returns.
5. Prioritized workload effectively to meet client needs and improve order completion rates.
6. Assisted in reconciling interstate banking accounts and resolving discrepancies related to returned items.
7. Conducted initial inspections of returned products and determined appropriate follow-up actions.

Returns Specialist

Silver Lake Enterprises

📅 Feb / 2023 - Feb / 2024

📍 Seattle, WA

1. Performed thorough inspections of returned items to assess their condition and determine next steps.
2. Processed and credited customer returns valued over \$2.3 million, ensuring accurate financial reporting.
3. Implemented a restock fee policy to manage costs associated with returns effectively.
4. Communicated with quality control to address issues with returned products and facilitate replacements.
5. Trained staff on return procedures to maintain compliance with company standards.
6. Created and maintained records of authorized returns, ensuring daily processing efficiency.

EDUCATION

Bachelor of Science in Business Administration

University of Texas

📅 Feb / 2022 - Feb / 2023

📍 Santa Monica, CA

Focused on operations management and customer relations.

SKILLS

Returns Processing

8

Attention To Detail

7

Analytical Skills

7

Team Collaboration

7

ACHIEVEMENTS

- 🏆 Achieved a 95% customer satisfaction rating through effective return handling and communication.
- 🏆 Streamlined return processes, reducing turnaround time by 30% and improving operational efficiency.
- 🏆 Trained new staff on return protocols, enhancing team performance and customer service.

Resume Template Review Returns

Diana L. Martin-Hoffman



Resume Template Review Returns:

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