

Nevaeh Gross

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SUMMARY

Committed customer service professional with over 2 years' experience in fast-paced settings. Proven capability to manage tasks effectively while prioritizing communication and fostering customer satisfaction. Experienced in order processing, inventory oversight, and establishing strong customer connections. Excited about applying these skills at Fictional Building Solutions. Cultivated a solid reputation for delivering clear product information and resolving inquiries promptly. Well-versed in operations from warehouse environments, contributing to both quality assurance and timely order fulfillment.

EXPERIENCE

Customer Service Representative

June 2025 - Present

Fictional Retail Company

Chicago, IL

In this role, delivered exceptional customer support through effective communication and accurate order management systems. Focused on creating positive customer experiences alongside operational excellence.

- Assisted customers with inquiries both in-person and over the phone, ensuring swift resolution to each concern.
- Processed multi-channel orders accurately, enhancing fulfillment speed and improving overall satisfaction ratings.
- Handled various payment methods while ensuring transaction accuracy and security during cash handling.
- Worked closely with teammates to optimize processes, resulting in smoother operations and quicker service delivery.
- Maintained compliance with safety protocols while keeping work areas organized for maximum efficiency.
- Participated in training sessions to continuously enhance product knowledge and elevate level of customer service.

Warehouse Associate

January 2025 - May 2025

Fictional Distribution Center

Chicago, IL

Supported warehousing functions by ensuring quality and accurate order processing. Contributed to a collaborative team environment focused on efficiency and organizational standards.

- Executed timely picking, packing, and shipping processes adhering to quality control requirements for every order fulfilled.
- Conducted periodic inventory checks while addressing discrepancies, ensuring stock levels aligned with operational goals.
- Participated in restocking efforts, promoting an organized workspace conducive to growing business operations.
- Collaborated with cross-functional teams to identify opportunities for workflow optimization, raising productivity levels.
- Utilized warehouse management systems competently to log and track status updates for orders.
- Engaged in comprehensive training programs, enhancing capabilities in inventory management and customer relations.

LEADERSHIP & AWARDS

- Dean's List, Lincoln High School, 2024

EDUCATION

High School Diploma

2024

Lincoln High School GPA: 3.8

Chicago, IL

Coursework: General Education, Communication Fundamentals, Business Management, Customer Relations

CERTIFICATIONS

- Customer Service Excellence Certification 📅 2025
- First Aid/CPR Certification 📅 2025

TECHNICAL SKILLS

- **Warehouse Management Tools:** Oracle NetSuite, SAP, Microsoft Dynamics
- **Customer Relationship Tools:** Salesforce, Zoho CRM, HubSpot
- **Payment Processing Systems:** Square, PayPal, Stripe
- **Communication Platforms:** Slack, Microsoft Teams, Zoom
- **Order Fulfillment Software:** ShipStation, Odoo, TradeGecko
- **Inventory Control Systems:** Fishbowl, InventoryLab, Cin7
- **Quality Assurance Methods:** Six Sigma, Lean Principles, Agile Practices
- **Data Entry Tools:** Microsoft Excel, Google Sheets, Airtable
- **Cloud Storage Solutions:** Google Drive, Dropbox, OneDrive

- **Operational Support Tools:** Trello, Asana, Monday.com

SKILLS

- Customer Service
- Inventory Management
- Time Management
- Order Processing
- Communication Skills
- Basic Math Skills

PROFESSIONAL AFFILIATIONS

- Member, Student Council, Lincoln High School, 2023-2024
- Volunteer, Local Food Bank, 2022-2024

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST