

JACKSON TURNER

Returns Specialist

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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

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

Returns Specialist

Silver Lake Enterprises  Feb / 2023-Feb / 2024  Seattle, WA

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

Focused on operations management and customer relations.  Santa Monica, CA

SKILLS

Returns Processing



Attention To Detail



Analytical Skills



Team Collaboration



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.

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Mary Cox

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