

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.

Resume Template This Week Returns

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Artist's Market, 1992 Lauri Miller,1991 Graphic artists and fine artists looking for new marketing opportunities will find 2 500 buyers of all types of art in the new edition of Artist s Market Handy geographic indexes are included to help artists tap their local markets and articles and interviews with successful professionals give artists the tips they need to succeed in the art world **Artist's Market, 1990** Susan Conner,1989-09 **Your Career** Julie Griffin Levitt,2006 Build bridges from classroom to career Practical assignments throughout connect directly with the business community employers and the Internet This best selling book provides everything needed to gain competitive advantage in the workplace It is ideal for a course on Professional Career Development Job Search Resume Writing and Interviewing YOUR CAREER provides thorough coverage of career self assessment employer research job search interviewing and career building strategies The text also contains extensive instructions and examples of market driven electronic traditional and Web resumes as well as cover letters **Weekly World News** ,1989-09-12 Rooted in the creative success of over 30 years of supermarket tabloid publishing the Weekly World News has been the world s only reliable news source since 1979 The online hub www weeklyworldnews com is a leading entertainment news site **The Pioneer Mail and Indian Weekly News** ,1920 **The Mining Journal, Railway and Commercial Gazette** ,1896 **Using WordPerfect in Your Job Search** David Franklin Noble,1995 A new focused kind of computer book that shows readers how to use the power of WordPerfect to create quality resumes cover letters and other important job search documents Detailed step by step instructions make it easy to create different types of resumes such as combination resumes chronological resumes resumes from templates scannable resumes and hypertext **Coal Review** ,1922 **Industrial & Mining Standard** ,1926 **The United States Army and Navy Journal and Gazette of the Regular and Volunteer Forces** ,1881 **Editor & Publisher** ,1910 **The Southern Lumberman** ,1928 **Publishers Directory** ,2002 **Public Interest Job Search Guide** Stacy M. DeBroff,1993 **Public Interest Job Search Guide** ,1998

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