

RUSTIA MORGAN

Talladega, AL 35160
256-375-8786
rustia_morgan@yahoo.com

SUMMARY

Focused customer service professional dedicated to meeting and exceeding customer expectations by delivering industry-leading support. Skilled in handling inbound and outbound calls, online requests and emails with good problem-solving, multitasking and research abilities. Background in leadership roles with high-volume customer demands.

SKILLS

- Retail Sales (9 years)
- Merchandising (9 years)
- Cash Handling (9 years)
- Retail Management (4 years)
- Planograms (7 years)
- Sales (9 years)
- Assistant Manager Experience (2 years)
- Freight Experience (9 years)
- Team Building and Leadership
- Shift Scheduling
- Customer Service Management
- Call Documentation Skills
- Call Center Operations
- Call Control
- Verbal and Written Communication

EXPERIENCE

WIPRO LLC

Remote Customer Care Representative

09/2023 to Current

- Provide accurate, valid, and complete information to customers.
- Resolve customer complaints promptly and professionally.
- Utilize problem-solving techniques such as root cause analysis to identify recurring issues that could be addressed proactively.
- Answer incoming calls from customers and provide assistance with product inquiries, billing questions, and other customer service related issues.
- Maintain records of customer interactions, transactions, comments, and complaints.
- Maintain strong call control and quickly worked through scripts to address problems.
- Update customer accounts, addresses and contact information within call management databases.
- Navigate through computer systems to review information and respond appropriately to callers.
- Met and exceed call speed, accuracy and volume benchmarks on consistent basis.

HIBBETT SPORTING GOODS

Talladega, AL

11/2021 to 09/2023

Assistant Store Manager

- Answered customer questions and addressed problems and complaints in person and via phone.
- Handled complaints from customers by empathetically listening, recording details and offering solutions.
- Completed frequent walk-throughs and directed team members to correct issues impacting store appearance or professionalism.
- Supervised cashiers in processing credit, debit and cash payments to streamline sales.
- Delegated assignments based on team strengths to optimize floor coverage and service levels.
- Coached and developed store associates through formal and informal interactions.
- Checked monthly sales and performance reports to support operational planning and strategic decision-making.
- Interviewed and vetted job applicants to make effective hiring decisions and fill vacancies with strong team members.
- Led teams in planning, implementation and execution of merchandising and operating initiatives to streamline business effectiveness.
- Completed thorough opening, closing and shift change functions to maintain operational standards each day.
- Used excellent verbal skills to engage customers in conversation and effectively determine needs and requirements.
- Used strong issue resolution and communication skills to cultivate and strengthen lasting client relationships.
- Reviewed financial statements and sales or activity reports to measure productivity or goal achievement.

THE COTTON PATCH

Talladega, AL

Cashier/Sales Associate

06/2019 to 11/2021

- Operated cash register by adhering to POS system processes and procedures when ringing sales and tendering correct change and receipts.
- Asked detailed questions to determine appropriate items to fill customer needs.
- Met physical requirements with regular standing, lifting and reaching to move heavy boxes and full merchandise racks.
- Helped with purchases and signed customers up for rewards program.
- Delivered consistent and dedicated service through front-end customer engagement.
- Handled merchandise returns and exchanges, verifying eligibility of items and customers by examining pieces and receipts.
- Worked closely with front-end staff to assist customers.
- Trained new team members in cash register operation, stock procedures and customer services.
- Counted cash at end of shift and prepared bank deposits.
- Processed customer purchases and returns via cash and credit card.
- Maintained clean, orderly and well-stocked register area.

DOLLAR GENERAL

Talladega, AL

Key Holder

01/2015 to 06/2019

- Provide supervision to store cashiers
- Handled daily bank deposits and monetary transactions
- Maintained inventory of supplies and apparel while demonstrating the flexibility to satisfy customer demands in a high-volume production environment
- Received and distributed inventory.
- Supervised bank deposits and security procedures to support store opening and closing.
- Coordinated floor moves, merchandising and display maintenance and monitored floor stock to keep popular items available to buyers.
- Trained and helped supervise staff to develop and maintain store revenue, team customer service skills and product knowledge.
- Accomplished sales goals by engaging customers, delivering top-notch service and promoting special items.
- Asked open-ended questions to learn about customers' needs and escorted to merchandise locations.
- Promoted service and selling culture to exceed customer expectations and build loyal consumer relationships.
- Captured customer information to maximize future clienteling opportunities.
- Provided leadership, insight and mentoring to newly hired employees to supply knowledge of various company programs.
- Trained, managed and motivated employees to promote professional skill development.
- Supported long-term business strategies, generating guest relations feedback for process improvements.
- Built lasting client relationships by organizing and planning sales events.

EDUCATION AND TRAINING

DIPLOMA: BUSINESS MANAGEMENT

08/2012

Talladega College, Talladega, AL

HIGH SCHOOL DIPLOMA

05/2012

Talladega Co Central High School, Talladega, AL