

Customer Service

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Enthusiastic and dedicated Customer Service based professional with over 30 years of experience in customer service, sales, and operations. Looking to leverage extensive experience by contributing to a dynamic team in a retail/customer service position.

EXPERIENCE

United Airlines

Customer Service Representative | Ground Operations | 1988 – 2022

Location: [Various Locations]

- Delivered high-level service to over **500,000+ customers** throughout 34 years, consistently maintaining a **customer satisfaction rate of 95%+**.
- Resolved an average of **30–40 customer issues per shift**, with a **first-contact resolution rate of 98%**.
- Trained and mentored **50+ new team members**, helping increase team onboarding efficiency by **30%**.
- Contributed to a team initiative that reduced customer wait times by **25%** through implementation of streamlined check-in procedures.
- Recognized with **5+ customer service awards** and multiple commendations for excellence in problem resolution and team support.
- Played a key role during operational shifts that improved on-time departures by **15%**, supporting station-wide efficiency goals.

Stationary Retail Store

Retail Sales Associate | 2005 – 2008

Location: [City, State]

- Increased personal sales by **22% year-over-year**, contributing to overall store revenue growth of **15%** during tenure.
- Assisted an average of **60+ customers per day**, consistently maintaining a **customer satisfaction score of 97%**.
- Managed product inventory of over **1,500 SKUs**, reducing stock discrepancies by **40%** through regular audits and process improvements.

SKILLS

Sales
Microsoft Office
Training & Mentorship
– Successfully onboarded and supported **50+ employees**, improving performance consistency.
Problem Solving – Handled and resolved **thousands of customer service issues** with professionalism and empathy.
Critical Thinking
Customer Service Excellence – Proven track record of maintaining over **95%+ customer satisfaction** across multiple roles.
Retail Marketing
Organization

LANGUAGES

Intermediate in Spanish

- Implemented a new upselling strategy that boosted complementary product sales by **18%** in 6 months.

EDUCATION

Irvington High School, Irvington, NJ — Highschool Diploma **1982-1985**

Rutgers University, Newark, NJ **1985-87**