

# Holly Phillips

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## SUMMARY

Highly effective people leader with 25+ years of experience driving team success and delivering exceptional results in dynamic environments. Demonstrates a strong history of leading high-performance teams across various industries, excelling in customer satisfaction, sales management, and employee training. Passionate about leveraging problem-solving and organizational skills to achieve ambitious goals and ready to embrace new challenges.

## SKILLS

- Collaborative Problem Solving
- Training and Development
- Sales and Marketing
- Operations Management
- Administration
- Sales
- Account Management
- Communication
- Customer Service
- Leadership
- Microsoft Office
- Time Management
- Inventory Management
- Employee Training
- Data Entry
- Sales Management
- Social Networking
- Project Management
- Quality Assurance
- Market Research
- Risk Management
- Leadership Development
- Team Leadership
- Performance Management

## EXPERIENCE

Merchandise, Walt Disney World, April 2024-Current

Kissimmee, United States

- Efficiently managed merchandise inventory at Walt Disney World, enhancing guest satisfaction
- Streamlined merchandise operations, significantly boosting team efficiency and guest experience
- Implemented creative merchandising strategies that increased product visibility and sales
- Passionately delivered exceptional customer service, ensuring memorable guest interactions
- Supported team members to achieve common goals, fostering a collaborative work environment
- Pioneered unique guest engagement tactics, elevating overall theme park experience
- Coordinated promotional events such as special sales or clearance items.
- Arranged items in favorable positions and areas of store to attract customers and optimize

sales.

- Monitored stock to maintain sufficient quantity of featured product.
- Provided training and support for new staff members in regards to merchandising operations.

#### Customer Service Specialist, Amazon, April 2019-June 2024

- Assisted customers via multiple channels, resolving issues efficiently and enhancing satisfaction
- Documented customer interactions accurately, ensuring clear communication with team members
- Analyzed account histories to identify and address trends, improving service quality
- Informed customers on billing and payment options, enhancing their understanding and satisfaction
- Maintained strong call control, boosting productivity and ensuring quick resolution of diverse issues
- Enhanced customer retention by promptly resolving issues and tracking feedback trends
- Streamlined customer data management, enhancing response times and accuracy
- Implemented new CRM tools, reducing call handling time by 25%
- Leveraged analytics to refine customer service strategies, boosting efficiency
- Trained new hires in customer service protocols, fostering a supportive team environment
- Pioneered a customer feedback system that improved service delivery models
- Liaised between customers and retail buyers to expedite orders and meet customer demands.
- Provided top quality control and eliminated downtime to maximize revenue.
- Provided outstanding service to new and long-standing customers by attending closely to concerns and developing solutions.
- Mentored junior team members and managed employee relationships.
- Developed strong customer relationships to encourage repeat business.

#### Acting Business Team Manager, Amazon, October 2022-October 2023

- Led and coached a 25+ member team, improving RAP from 64% to 92% in 2 months
- Achieved 95%-100% favorable ratings in Connections from Q1 to Q2
- Developed effective methods for tracking project milestones, deadlines, task completion rates.
- Established clear communication channels with all stakeholders involved in the project.
- Conducted regular reviews to set clear, measurable goals and follow-up procedures
- Cross-trained 31 agents across 4 units to enhance team agility and performance
- Trained 38 new agents in 3 months during New Hire Training Pilot
- Prepared weekly missed call reports to boost productivity metrics for VCS-US site
- Elevated team performance by implementing strategic goal-setting and follow-ups
- Analyzed team metrics weekly to identify productivity improvements

#### Administrative Assistant, Roquemore & Roquemore, December 2017-June 2019

##### Garland, United States

- Answered phones, transferred to the right department and took messages when needed
- Filed all paperwork accordingly in the system
- Made appointments for leaders and managers with clients

- Analyzed credit reports and public records to enhance pre-employment background checks
- Maintained detailed records of interactions, ensuring accurate documentation of all cases
- Supported client relations by devising communication strategies that enhanced satisfaction

Sales Representative, Home Zone Furniture, November 2015-December 2017

Mesquite, United States

- Greeted customers, identified needs, and recommended products, boosting daily customer interactions by 100+
- Mentored team in sales techniques, consistently exceeding targets by over 80%
- Answered calls, provided product info, and resolved issues, increasing return customers by 35%
- Coached team on security and loss prevention, reducing store theft incidents
- Created store displays and executed marketing campaigns, enhancing customer engagement
- Provided comprehensive product training to team members, enhancing their skills and performance
- Was #6 Top Sales Associate in the company of over 20,000 employees
- Optimized inventory management, reducing costs by 20% through strategic vendor negotiations

## **EDUCATION AND TRAINING**

Bachelor of Applied Science (B.A.Sc.)

Applied Behavioral Science with Minor in Psychology, Ashford University, Remote June 2016

- Made Dean's List 10 times throughout my degree process
- GPA: 3.85