

# LILLY GUNDORIN

## MARKETING MANAGER

### CONTACT

☎ 859-319-3381  
✉ lillygundorin@gmail.com  
📍 Jacksonville, FL

### PROFILE SUMMARY

Customer Service professional with over three years of progressive experience in fast-paced environments. Proven ability to resolve customer issues efficiently, manage daily business operations, and foster positive team environments. Passionate about personal growth, learning new skills, and contributing to a supportive and productive workplace.

### EDUCATION

2021  
BLUEGRASS COMM COLLEGE

2020  
NATIONWIDE ACADEMY

2019  
VIOLIN SOUNDS OF CAROLINA

### WORK EXPERIENCE

**Goose Creek Candles, LLC** FEB 2025 - MAR 2025  
Customer Service Representative

- Delivered timely and effective support by responding to customer inquiries and resolving issues to ensure satisfaction
- Managed billing processes, including payments, refunds, and account updates with accuracy
- Maintained high performance standards in email response time and resolution rates

**Chick-Fil-A** December 2023 - Jul 2024  
Assistant Manager

- Supervised daily restaurant operations, including shift leadership, guest service, and staff coaching
- Handled inventory management, catering coordination, and staff scheduling
- Resolved customer concerns professionally while maintaining a positive team environment

**Private Tutor** Aug 2022 - Dec 2022  
Self-Employed

- Tutored 4th, 6th, and 8th grade students in math and ELA, providing individualized instruction and feedback
- Designed and graded assignments to support academic progress
- Supported homeschooling efforts with structured lessons and curriculum reinforcement

**Casey County Discount Market** Sep 2020 - Feb 2021  
Cashier

- Operated the cash register and assisted customers with purchases and inquiries
- Stocked merchandise, maintained organized displays, and ensured a clean store environment
- Provided friendly and reliable customer service in a fast-paced retail setting

### SKILLS

- Customer Satisfaction & Retention
- Email & Phone Correspondence
- Team Supervision & Shift Management
- Employee Training & Onboarding
- Break Scheduling & Shift Coverage Coordination
- Delegation & Task Prioritization
- Inventory & Order Management
- POS Systems & Cash Handling
- Catering & Special Order
- Daily Reconciliation
- Microsoft Excel - Intermediate

### LANGUAGES

- English: Fluent
- Russian : Expert