

D. Parker Lynch, Jr.

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SUMMARY

Highly personable Customer Service Professional with over eight years of experience in account management, claims and sales processing, and call-center operations with in a Big Box Retailer, Check Printers Call Center, Office Furniture Sales and Installation, Auto Service Center Technician, Portrait Studio Photographer, Senior Library Assistant, Outdoor Power Equipment Parts Salesman.

- Talent for identifying customer needs and presenting appropriate company product and service offerings.
- Demonstrated ability to gain customer trust and provide exceptional follow-up, leading to increased repeat and referral business.
- Expertise in resolving escalated customer service issues.
- Received numerous company achievements and department awards for delivery and customer service.
- Proficient with Microsoft Word, Microsoft Excel, Microsoft Power Point, Microsoft Access, and Microsoft Outlook, Adobe Photo Shop.

EXPERIENCE

SEARS HOLDINGS COMPANY- Greensboro, North Carolina 2011-Present

Appliance Sales Specialist

- Assisted customers with appliance selection and purchase of new appliances. Sold protection agreements and installation packages to increase store profitability.
- Worked directly with the Assistant Store Manager to improve customer service and sales margin.
- Dramatically enhanced customer satisfaction ratings by expediting all orders while ensuring a high degree of accuracy.

DIXIE SALES- Brown Summit, North Carolina 2010-2010

Call Center Associate

- Answered incoming calls and convert them to sales using a Cudas database to place orders including checking and monitoring inventory.
- Supported a continuous improvement environment with coaching to offer new products to our customers.
- Maintenance technician training completed for disassembling 2 cycle and 4 cycle engines.

LOWES HOME IMPROVEMENT- Greensboro, North Carolina

2004-2010

Millwork Specialist / Commercial Sales Specialist / Cabinet Design Specialist

- Promoted to Sales Specialist from Team Leader in Millwork Department.
- Collaborated with the Sales Manager to create strategic plans to enhance customer satisfaction.
- Provided employees with tools to maintain and increase levels to both internal and external customers.
- Worked closely with other departments to promote sales contest, clarify information, and distribute reports.
- Gathered, analyzed and reported daily/weekly/monthly sales and service statistics.
- Contributed to increasing Sales in the Millwork Department by assisting in execution of aggressive sales plans.
- Improved customer satisfaction ratings through suggestion, development and implementation of new reporting procedures
- Increased employee knowledge by assisting with development and implementation of product awareness program.
- Enhanced employee performance and attendance through daily mentoring, one on one discussions and motivational strategies.

DELUXE CHECK PRINTERS- Greensboro, North Carolina

1996-2004

Senior Customer Service Representative

- Recruited to provide topnotch service to both internal and external customers.
- Assisted Training Manager in creating and updating training materials.
- I prepared weekly reports for customer care supervisor.
- Selected to coach and mentor new customer service representatives.
- Received Customer Service Award for outstanding track record of positive customer feedback.

LOWES HOME IMPROVEMENT-Greensboro, North Carolina

1993-1996

Kitchen Cabinet Design Specialist, Fashion Bath Specialist, Appliance Sales Specialist

- Handled customer designs and modifications to kitchen and bathroom details.
- Assisted customers choose correct products for their needs.
- Dramatically enhanced customer satisfaction ratings by expediting all orders and ensuring a high degree of accuracy.
- Achieved Appliance Specialist Level 2 Certification.

EDUCATION AND TRAINING

Associate of Arts-Business Management
Sandhills Community College-Southern Pines, North Carolina

Lowe's Home Improvement
Millwork Specialist Level 2 Certified, Windows, Doors, Storm Doors, Garage Doors, Commercial Sales Specialist Level 2 Certified, Lumber, Dry Wall, Concrete.
Manager - Century One hour Photo