

MARCUS WEBB

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PROFILE

Customer service representative with 5 years of experience in retail and hospitality. Good at staying calm under pressure and making customers feel taken care of. Looking for a full-time role where I can grow into a team lead position.

SKILLS

Customer Service

- Conflict resolution
- POS systems
- Cash handling

Tools

- Microsoft Office
- Google Workspace
- Slack

WORK EXPERIENCE

Customer Service Lead

Apr 2021 – Ongoing

Target

- Handle customer returns, complaints, and escalations at the service desk
- Cover shift supervisor responsibilities on evenings and weekends
- Helped train 8 new seasonal hires over two holiday periods

Barista

Sep 2018 – Mar 2021

Starbucks

- Prepared orders and managed the register during peak hours
- Regularly opened and closed the store solo
- Recognized as Employee of the Month twice in 2020

EDUCATION

Associate of Arts – Business Administration

2016 – 2018

Columbus State Community College

CERTIFICATES & COURSES

Food Handler Certification

2022

ServSafe

LANGUAGES

English

Native

Spanish

Basic

COMPETENCIES

• Patient

• Reliable

• Team player

• Quick learner

OTHER

Driver's license

- Class C

Volunteer work

- Volunteer at Columbus Food Pantry, 2020–2021

Interests

- Basketball
- Cooking
- Hiking

REFERENCES

Available on request.