

Sarah K. Langdon

Qualifications:

- Fourteen years of experience in customer service and sales
- Proficient in Salesforce CRM, Microsoft Office, and both Windows and Mac operating systems
- Experience in Spanish (spoken and written)

Education:

| | |
|---------------------------|---|
| University of North Texas | In Progress |
| Master of Science | Concentration- Library & Information Science |
| University of North Texas | December 2010 |
| Bachelor of Arts | Concentration- Marketing, English, Psychology |

Employment History:

| | |
|---|--------------------------------|
| Customer Solutions Manager – The Container Store | December 2015 - Present |
| <ul style="list-style-type: none">• Manage a team of 100+ responsible for \$160 million in sales annually• Drive sales by coaching and mentoring each employee in improving selling techniques• Provide monthly developmental plans for each direct report focusing on the employee's needs, goals, and career aspirations. Monitor and evaluate each employee's performance through phone, email, and chat metrics• Collaborate with senior management to prepare quarterly VP recaps focusing on departmental sales, metrics, and payroll, as well as a general staff update• Ensure department supervisors have a clear understanding of their leadership roles• Review each employee's performance, contribution, and compensation• Manage the workflow of the contact center while adhering to all established processes and maintaining compliance in all legal matters | |
| Supervisor, Care Action - Ambit Energy | October 2011 – December 2015 |
| <ul style="list-style-type: none">• Manage employees who receive inbound escalated customer calls• Assist with executive requests• Oversee management of regulatory complaints• Project management• Ensure quotas for service volume and timeliness are met• Authority for personnel actions and oversees most day to day operations of group• Responsible for monitoring the quality of calls received by the group | |
| Server - Le Peep | November 2008 – September 2011 |
| <ul style="list-style-type: none">•Guest Relations•Food Service | |
| Marketing Coordinator - DHAT | January 2011 – March 2011 |
| <ul style="list-style-type: none">•Develop marketing plan•Promotion of doctor's practice | |
| Server/Bartender - Campisi's | March 2008 – December 2008 |
| <ul style="list-style-type: none">•Customer Service•Cash Register Operation/Beverage Preparation | |
| Floor Supervisor - Humperdink's | December 2006 – March 2008 |
| <ul style="list-style-type: none">•Promoted to floor supervisor June 2007•Responsible for guest satisfaction, Managed staff•Alcohol inventory and ordering | |
| Server Trainer - Bennigan's | May 2006 – December 2006 |
| <ul style="list-style-type: none">•Developed and implemented training program | |

Recognition:

Project Manager

Departmental Transition, acquisition of 6 Team Leads (Customer Care)

October – December 2014

Supervisor of the Month

Most Successful Team

May 2013, October 2013, November 2013

December 2013, September 2014, October 2014

President's List, University of North Texas

Perfect Grade Point Average

December 2010