

ALYCIA D. STRYKER

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SUMMARY

- Energetic, organized, and goal-oriented retail industry professional with advanced customer service skills and a commitment to make every customer interaction an opportunity to build brand loyalty.
- Embrace a productive culture focused on teamwork, respectful communications, and professional growth through coaching and training others.
- Adapt quickly to organizational change and new technologies.
- Enhancing leadership and management skills by pursuing a BS in Business Administration.
- Strong interest in advancement into a management role.

TECHNOLOGY

Microsoft 365 Applications: Word, Excel, PowerPoint, SharePoint, Outlook, Teams
Self-Checkout and Full-Service Checkout systems

EDUCATION

BS in Business Administration, concentration in Management
Walden University | Minneapolis, MN

Expected: 2025

Accredited by the Council for Business Schools and Programs (ACBSP)

TRAINING

StoneMart Academy
Four Week Extensive Retail Associate Training | Kansas City, MO

2019

SELECT COURSEWORK COMPLETED

Introduction to Management
Operations Management
Personal and Organizational Leadership
Data Science Essentials
Business Statistics
Information Systems in Enterprise
Human Resource Management
Financial Management

PROFESSIONAL EXPERIENCE

Team Lead, Customer Service
StoneMart | Kansas City, MO

Jun 2021 - Present

- Mentor a team of eight customer service associates to ensure consistent, efficient, and effective customized service to over 1200 customers weekly.
- Communicate regularly with team members regarding updated policies and procedures related to returned and damaged items.
- Support manager with adjusting shift schedules to meet employee requests and maintain adequate staffing.
- Accurately track returns in retail merchandizing software system.
- Use active listening skills, patience, and organizational knowledge to resolve complex customer issues and complaints.
- Recommended improvements to workflow that resulted in an 8% reduction in the wait time for customers.

Customer Service Associate
StoneMart | Kansas City, MO

Mar 2018 - May 2021

- Provided courteous, friendly, and efficient service for over 80 customers per day.
 - Completed virtual training on the use and functioning of the self-checkout systems.
 - Guided customers on the steps to successfully use the self-checkout systems and proactively stepped in to resolve technical issues arising during the checkout process.
 - Collaborated with colleagues to ensure checkout kiosks were stocked and functioning properly.
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VOLUNTEER EXPERIENCE

Volunteer

Harvest First Emergency Food Program, Kansas City, MO

Sep 2022

- Organize food donations for distribution to local families in need.
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MEMBERSHIPS & AFFILIATIONS

Member

National Society of Leadership and Success, Walden Chapter

Mar 2020 - Present