

# Ramon Ditlow

Retail Customer  
Service Manager

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## Details

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(782) 692-6782

6790 Red Butte Canyon Rd, Salt Lake City, UT 84108

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## Profile

I am a Retail Customer Service Manager with over 5 years experience. I have extensive experience in managing and leading customer service teams. I am skilled in handling customer inquiries, complaints and concerns. I am also experienced in developing and implementing policies and procedures to improve customer satisfaction levels. In addition, I have excellent interpersonal skills that allow me to effectively communicate with customers and staff members.

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## Employment History

### Retail Customer Service Manager at Macy's, UT

May 2022 - Present

- Resolved 100% of customer complaints within 24 hours.
- Achieved 97% customer satisfaction rating.
- Reduced employee turnover by 30%.
- Increased sales by 10% through marketing initiatives.
- Trained and developed 50 new employees.

### Retail Customer Service Associate at Sears, UT

Aug 2017 - Apr 2022

- Achieved daily sales goals 100% of the time.
  - Exceeded customer expectations by providing additional assistance and product knowledge.
  - Upsold products to customers 25% of the time.
  - Trained new employees in proper customer service techniques.
  - Recognized by management for outstanding performance on a quarterly basis.
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## Education

### High School Diploma at Brigham Young University, UT

Sep 2012 - May 2017

I've learned about a variety of subjects, including English, Math, Science, and History.

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## Links

[linkedin.com/in/ramonditlow](https://www.linkedin.com/in/ramonditlow)