**Michael Stowe** community.mis.temple.edu/mstowe0913

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EDUCATION: TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA

***Bachelor of Business Administration, Graduation: May 2018***

MAJOR:Management Information Systems

# EXPERIENCE: RAYMOUR & FLANIGAN, Philadelphia, PA February 2014 - Present

## **Customer Service Supervisor**

* Provide customer service and resolve complaints to over 50 customers per day in a fast-paced retail environment selling mid-priced, high quality furniture in the Northeastern U.S.
* Analyzed store performance (average ticket price, successful delivery ratio, conversion ratio) with other store leaders, as a result, implemented ticketing monitoring system to follow up on open, unscheduled orders that will increase store profit and performance.
* Train, mentor and supervise team of five associates on customer service, money handling and company policies; mediate and diffuse difficult situations between team members and customers.

KEY ACCOMPLISHMENT

* Recognized as Leader of the Month (out of 30 leaders in region) - Ranking based on performance, team building and safety

Aug 2012 - Feb 2014

## **Customer Service Representative**

* Provided positive, individualized customer care for approximately 200 customers each week

## Communicated with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, return merchandise and obtain details of complaints.