Priya Nair

Customer Service Team Leader

Parramatta NSW | 0412 345 678 | priya.nair@email.com | linkedin.com/in/priyanair-example
Australian citizen

PROFESSIONAL SUMMARY

Customer service team leader with six years in high-volume retail, leading teams of up to 8 across a 7-day roster. Known for calm complaint handling and coaching new starters to confidence fast. Cut average complaint resolution time from 3 days to same-day in 2024.

EXPERIENCE

Customer Service Team Leader, Harbourside Homewares Mar 2022 – Present
Parramatta NSW

- Lead a team of 8 across a 7-day roster covering 1,200+ customer contacts a week
- Cut average complaint resolution from 3 days to same-day by setting up a daily escalation huddle
- Trained 14 new starters on POS, returns and Zendesk; 12 passed probation
- Reduced overtime by 18% by rebuilding the roster around foot-traffic data

Customer Service Officer, Westside Pharmacy Group Feb 2019 – Feb 2022
Blacktown NSW

- Handled 60 to 80 phone and counter enquiries a day across prescriptions, orders and returns
- Resolved escalated complaints and logged them in the incident system for the store manager
- Ran the weekly stock count for the front-of-shop area

EDUCATION

Certificate IV in Leadership and Management, TAFE NSW 2023
Granville NSW

HSC, Cumberland High School 2017

SKILLS

Team leadership · Rostering · Complaint resolution · Coaching and onboarding · Zendesk · Point of sale · Microsoft Excel

Licences and checks:
Driver's licence (C class) · National Police Check (2025) · First Aid (HLTAID011)

REFEREES

Daniel Lee, Store Manager, Harbourside Homewares · 0400 111 222

Sarah Hughes, Pharmacist in Charge, Westside Pharmacy Group · 0400 333 444