

# Oliver Donaldson

San Antonio, Texas • 726-247-2850 • oliverdonaldson1019@yahoo.com

## PROFESSIONAL SUMMARY

Customer-focused professional with extensive experience delivering high-quality service in fast-paced environments. Proven ability to resolve customer concerns, communicate clearly, and maintain professionalism under pressure. Skilled in problem-solving, conflict resolution, documentation, and supporting team operations while consistently meeting service and performance standards.

## CORE COMPETENCIES

Customer Service & Support • Call Handling & Issue Resolution • De-escalation & Conflict Management • Clear Verbal & Written Communication • Account & Case Documentation • Time Management & Multitasking • Team Collaboration & Leadership Support • Microsoft Office Suite

## PROFESSIONAL EXPERIENCE

### Warehouse Supervisor — UPS | San Antonio, TX

*January 2020 – June 2022*

- Served as a primary point of contact for employee concerns, resolving issues promptly to maintain productivity and morale.
- Led daily meetings to communicate goals, safety expectations, and operational updates clearly and effectively.
- Assigned personnel strategically to meet service demands and ensure timely processing.
- Monitored performance and safety compliance in a high-volume environment.
- Completed detailed daily operational and performance reports.

### Customer Service Specialist III — JP Morgan Chase | San Antonio, TX

*August 2016 – December 2019*

- Resolved customer account inquiries, payment issues, and service concerns while maintaining a positive experience.
- Assisted customers with online banking tools, account setup, and navigation.
- Handled escalated calls using active listening and effective problem-solving skills.
- Accurately documented customer interactions to meet compliance and quality standards.
- Supported team performance by assisting and mentoring junior representatives.

### Service Advisor / Assistant Manager — The Wash Tub | San Antonio, TX

*May 2013 – August 2016*

- Provided personalized service recommendations based on customer needs and preferences.
- Resolved customer concerns and ensured satisfaction through clear communication and follow-up.
- Managed daily operations including scheduling, workflow coordination, and quality control.
- Handled financial transactions, cash management, and end-of-day reconciliations.

## EDUCATION

San Antonio College — August 2022 to Present

Sandra Day O'Connor High School — Diploma, May 2013

## **INTERESTS**

Family • Sports • Marathon Training • Video Games • Outdoor Activities • Personal Growth