



VERA LYSKOVA

Customer Support Manager

WORK EXPERIENCE

SERVICE MANAGER L2

Wayfair

2020 - 2022

- People Principles Nominee
- Managed a team of up to 17 frontline service agents in multi channels: phone, email, chat. Built engagement via pod outings and team Slack channels. Monitored contact channels. Create WFM schedules including one on one coaching's. Conduct term reviews and work with HR to deliver. Create corrective actions and development plans based on performance. Drive KPI performance results, create 30/60/90 plans of action. Assist in team org question support channel. Train agent's as needed. Monitor attendance. Participate in manager high level business readouts and MBR's.

- Recognition:
- Overall ranking 9.98% top platinum bonus
- RTS Bonus 2020-2021
- Amethyst Award Nominee

SALES MANAGER

7 For All Mankind

2019 - 2020

- Assist in leading, directing and motivating the sales team in order to achieve the overall corporate sales objectives. Revising and implementing the sales strategies plans. Generating sales opportunities by identifying appropriate business targets. Providing a professional and excellent level of customer service with existing and new clients. Managed team of 5 sales associates.

SALES MANAGER

Theory

2018 - 2019

- Opened store location.
- Manage and track project budgets to ensure effective deployment and spend in line with budget
- Ensure quality of marketing and creative briefs
- Dedicatedly pitch new ideas to solve business challenges
- Managed team of 6 sales associates.

Customer Service Manager

CB2

2017 - 2018

- Opened store location.
- Owning kpi's and exceeding metrics: understanding the goals and learning how to interpret data to achieve higher numbers through analyzing day to day problems. Providing areas of opportunity within the delivery network. Organizing team building events. Managed team of 15 sales associates.

EDUCATION

Austin Community College

2011 - 2013

- Associates of Arts in Foreign Language-Spanish
- Phi Theta Kappa International Honors Society

CONTACT

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📍 Austin, TX

EXPERTISE

- 15+ years luxury retail management: sales/customer service
- P&L & ROI budget planning
- Operations: audit compliance/inventory management/shipment/ loss prevention
- Logistics/supply chain
- Event planning/marketing
- Product merchandising/floor planning/visuals
- New hire training/team building
- Salesforce/KPI metrics planning/analyzing/WFM
- Ability to navigate multiple software applications and technologies at once (Aspect, CallMiner, Calabrio, Slack, ISD)
- Excellent communication and relationship building skills
- Proven ability to close performance gaps

FOREIGN LANGUAGE
Russian