

# JAMES V. GRIFFIS JR.

CUSTOMER SERVICE | TEAM LEADERSHIP | OPERATIONS

jamesgriffis.online

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## PROFESSIONAL SUMMARY

Customer-focused operations professional with experience across Amazon customer returns, non-profit and team management, casino operations, retail, food service, apparel, and general customer-facing roles. Known for clear communication, adaptability, organized task execution, and a practical business mindset. Comfortable with modern workplace technology and motivated to contribute to reliable, people-centered operations.

## PROFESSIONAL EXPERIENCE

### Customer Return Associate, Level 1

#### AMAZON - RIC9 FACILITY | PRESENT

- Work in a fast-paced customer returns environment with a consistent focus on accuracy, organization, and quality.
- Apply customer-service judgment and attention to detail while following established workflows.
- Support team productivity through reliability, adaptability, and clear communication.

### Management & Casino Field

#### NON-PROFIT / TEAM MANAGEMENT & CASINO OPERATIONS | 2023-2026

- Contributed to the management of a non-profit organization and its team.
- Coordinated priorities and supported day-to-day work in people-centered, time-sensitive environments.
- Built casino-field experience that strengthened situational awareness, service, and real-time problem solving.

### Customer-Facing & General Roles

#### CUSTOMER SERVICE, RETAIL, FOOD SERVICE & APPAREL | 2018-2023

- Developed a broad customer-service foundation across multiple fast-paced industries.
- Assisted customers, supported daily operations, and adapted to changing business needs.
- Strengthened communication, teamwork, task management, and practical problem-solving skills.

## CORE SKILLS

**People & Service:** Customer Service | Team Management | Clear Communication | Adaptability

**Business & Delivery:** Business Management | Task Management | Project Management | Organized Execution

**Technology:** Microsoft Office | Google Workspace | Windows PC | macOS | Technology Adaptability