

Emily D. Alves
1165 S. Broadway #220
Denver, CO
303.941.8083
ealves507@gmail.com

JOB OBJECTIVE: Public Relations focused individual with proven expertise in Customer Service, Employee Management, Sales Representative Training and Office Coordination. Highly skilled in the ability to effectively communicate both in English and Spanish while excelling in handling stressful situations and high volume of clients/customers.

HIGHLIGHTS OF QUALIFICATIONS:

- * Five years experience in the customer service field
- * Highly skilled in representing employer intelligently and professionally
- * Effective communicator, attentive listener and demonstrates patience with employees and customers/clients
- * Ability to handle and manage stressful situations with clients/customers complaints.
- * Problem solver
- * Bilingual (Spanish/English)
- * Preparation of day, weekly and monthly reports
- * Microsoft Excel, Microsoft Word

EXPERIENCE:

NEXSTEP COMMUNICATIONS, Denver, CO
Store Manager

2012-present

- * Complete operational requirements by scheduling and assigning employees
- * Ensuring availability of merchandise and maintaining inventory
- * Maintaining a high level of staff efficiency by coaching, counseling and instructing employees, delegating, planning, monitoring, appraising job results.
- * Attending weekly meetings with fellow store managers and employing supervisor
- * Maintain merchandise up to date and review inventory stock
- * Assure customer loyalty through telephone and personal surveys
- * Employee training in customer service and product sales
- * Audit preparation
- * Prepare daily and monthly product sales report
- * Prepare end of month payroll and commission reports
- * Prepare and adjust employee work shift schedules

LEXCELL WIRELESS, Denver, CO
Assistant Manager

2010-2012

- * Review individual staff job results and learn needs with the retail store manager
- * Develop and implement new product training
- * Report a weekly inventory check to store manager
- * Contribute with team in accomplishing store goals
- * Assist customers by providing information, answering questions and completing

WIRELESS 101, Denver, CO
Sales Consultant

2009-2010

- * Phone and accessories sales, Promote vendor packages, offer suggestions to Sales Consultants when appropriate to increase sales and promote customer satisfaction.

EDUCATION:

2007-2009

McLain Alternative High School

AWARDS/HONORS:

2013

Top Sales

HOBBIES & INTERESTS:

Family, Church, Volleyball, Reading

REFERENCES:

Tristan Sheridan	720.375.3315
Maria Gonzales	720.448.0243
Brian Venegas	720.210.4191
Mario Lozoya	720.298.1325