

Professional Summary

Personable and responsible Solid team player with great positive attitude. Cashier with 5+ years of experience working in fast-paced environments. Highly enthusiastic customer service representative with 4+ years client interface experience. Core Strengths Strong computer skills Cash management Store maintenance Inventory control Telephone inquiries Fast learner Energetic work attitude Listening skills Customer service Credit card processing Strong organizational skills Invoice processing Multi-line phone usage Adaptability Accomplishments Customer Service Consistently received positive feedback from guests and created repeat business by developing long-term relationships with customers. Customer Interface Greeted customers upon entrance and handled all cash and credit transactions. Assisted customers over the phone regarding store operations, product, promotions and orders.

Skills

- Excellent time management skills
- Effective problem solver
- Effective workflow management
- Customer-focused
- Inventory control
- Exceptional telephone etiquette
- Quick learner
- Team leadership skills
- Excellent customer service skills
- Hourly shift management
- Bank deposit procedures
- Store displays
- Opening and closing procedures
- Staff training and development

Work History

Team Lead Retail Consultant

01/2014 to Current

Sprint – Thornton, CO

- Investigated and resolved customer inquiries and complaints in an empathetic manner.
- Met all customer call guidelines including service levels, handle time and productivity.
- Solved unresolved customer issues.
- Assumed ownership over team productivity and managed work flow to meet or exceed quality service goals.
- Scheduled staff shifts to cover peaks and lulls in customer inquiries.
- Trained staff on operating procedures and company services.
- Identified individual development needs with appropriate training.
- Updated customer orders from start to finish in an accurate and timely manner.
- Developed highly empathetic client relationships and earned a reputation for exceeding service standard goals.
- Maintained up-to-date knowledge of product and service changes.
- Managed work flow to exceed quality service goals.

Owner/ Photographer

01/2010 to Current

Bauer Photography – Jacksonville, NC

- Organized weekly sales reports to track product success.
- Described product to customers and accurately explained details and care of merchandise.
- Recommended, selected and helped locate and obtain out-of-stock product based on customer requests.
- Knowledgeable regarding current sales and store promotions.
- Computed accurate sales prices for purchase transactions.
- Experienced in person to person interactions as well as proper telephone etiquette.
- Communicated with vendors regarding back order availability, future inventory and special orders.

- Interacted with customers and retail buyers to follow-up on shipping statuses and expedited orders.
- Managed wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiently.
- Promptly responded to general inquiries from members, staff, and clients via mail, e-mail and fax.
- Processed daily invoices and billed renewed invoices to clients.
- Received multiple reviews acknowledging my level of dedication to excellent customer service.
- Guaranteed positive customer experiences and resolved all customer complaints.
- Built long-term customer relationships and advised customers on purchases and promotions.
- Expressed appreciation and invited customers to return to the store.

Cashier/Paint associate

03/2004 to 06/2007

Ace Hardware – Lakewood, CO

- Greeted customers entering the store to ascertain what each customer wanted or needed.
- Described product and accurately explained details and care of merchandise.
- Recommended, selected and helped locate and obtain out-of-stock product based on customer requests.
- Worked as a team member performing cashier duties, product assistance and cleaning while providing excellent customer service.
- Experienced in person to person interactions as well as proper telephone etiquette.
- Training of new employees by providing knowledge of specific store tasks and policies.
- Communicated with vendors regarding back order availability, future inventory and special orders.
- Interacted with customers and retail buyers to expedite orders.
- Maintained cleanliness and presentation of stock room and production floor.
- Stocked and rotated inventory regularly.
- Replenished supplies, bags and other materials at each cash wrap.
- Organized the store by returning all merchandise to its proper place.
- Replenished merchandise shelves with items from the stockroom.
- Recommended alternative items if product was out of stock.
- Processed merchandise returns and exchanges.
- Directed calls to appropriate individuals and departments.
- Accurately balanced cash drawer after every shift.
- Responsible for customer check out in a timely manner and guaranteeing high level of customer service.
- Organized store merchandise racks by size, style and color to promote visually appealing environment.

Sales clerk

02/2000 to 01/2004

JCPenney – Littleton, CO

- Worked under strict deadlines and responded to service requests and emergency call-outs.
- Restocked inventory every month and reviewed cash operation data to verify proper replenishment.
- Designed and suggested new display idea for merchandise, resulting in improved customer view/accessibility and leading to increased sales.
- Provided ongoing guest service, including giving fashion advice.
- Recommended, selected and helped locate merchandise based on customer needs and desires.
- Updated displays to make the store experience interactive, engaging and reassuring.
- Facilitated accurate markdowns and monthly inventories.
- Organized store merchandise racks by size, style and color to promote visually appealing environment.
- Maintained positive attitude, to make customer's shopping experiences memorable and pleasant.
- Accurately balanced cash drawer after every shift.
- Processed merchandise returns and exchanges.
- Replenished merchandise shelves with items from the stockroom.
- Maintained garments in attractive displays.
- Organized the store by returning all merchandise to its proper place.
- Replenished supplies, bags and other materials at each cash wrap.

- Stocked and rotated inventory regularly.
- Maintained cleanliness and presentation of stock room and production floor.
- Excelled in exceeding daily credit card application goals.

Education

Associate of Arts: Production and Graphic Design 1 2007

Red Rocks Community College - Lakewood, CO

Graphic Design Graphic and Production Design

High School Diploma: 1 2002

Bear Creek High School - Lakewood, CO

Skills

administrative, cashier, color, credit, clients, excellent customer service, customer service, e-mail, fashion, fax, inventory, materials, mail, policies, retail, sales, shipping, telephone etiquette, telephone etiquette, view