

# SAMANTHA WILKINSON

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## Summary

My work ethic leads me to not only doing each job to the fullest, but to look for advancement. Job security and a reliable income is my top priority.

## Highlights

4 years in Management      Knowledge in Microsoft Office, Microsoft, Publisher, Outlook, Microsoft Excel

10 years in Customer Service      Scheduling for over 12 employees

Strong leadership skills; able to prioritize, delegate tasks, and make decisions while maintaining a focus on the bottom line.

## Experience

**Sales Associate** Mar 2014 to Mar 2015  
**Hummels OP** - Norwich, New York

Responsible for ensuring that each customer receives the best service possible, and for assisting in the execution of all store initiatives that contribute to generating sales  
Receiving, Unpacking, Processing, and Organizing Merchandise daily.

**Freight Broker** Oct 2013 to Feb 2014  
**BCQ Trans** - Norwich, New York

Find authorized and reliable transportation carriers for clients  
Track shipments, solicit truck load, coordinate pickup and delivery schedule, resolve discrepancies

**Customer Service Representative** Aug 2013 to Oct 2013  
**Chobani** - Norwich, New York

Excel in listening to customer needs, articulating product benefits and creating solutions that provide value to the customer.  
Listen attentively to caller needs to ensure a positive customer experience.

**Assistant Manager and Food Service Manager** Mar 2009 to Dec 2012  
**Hess Gas Station** - Norwich, New York

Managed the daily operations of the gas station.  
Enforced and implemented strict policies and procedures of the gas station.

## Education

24 Credits , Liberal Arts, Morrisville State College- Norwich, New York

## References

Connie Hadden, College Professor & Highschool Teacher (607) 760-9824

Cathleen Leggiere, Real Estate, (607) 843-2901

Charrish Custer, Owner of BCQ Trans, (607) 244-0056

Andy Button, Manager, Park Place Restaurant, (607) 336-7275