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# ITZAMARA MATA

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1215 E. Saint Germain Street Apt #4, Saint Cloud, MN 56304 | H: 320-249-3557 | C: 320-249-3557 |  
i.mata.23@hotmail.com

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## Career Overview

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Highly enthusiastic customer service representative. High people skills and leadership skills. Customer-focused Retail Sales Associate with a solid understanding of the dynamics of the retail apparel and general store industry. Motivated to maintain customer satisfaction and contribute to company success. Energetic, outgoing and driven to reach company goals.

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## Core Strengths

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- Strong organizational skills
  - Active listening skills
  - Sharp problem solver
  - Customer service expert
  - Telecommunication skills
  - Adaptive team player
  - fluent in Spanish
  - CPR License
  - WOTC tax credit
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## Accomplishments

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Goodwill of the Great Plains Spirit Awards 11/2013, for demonstrating core values above and beyond what is expected.

### *Customer Assistance*

- Worked with company systems such as Live Support and diligently completed all assigned tasks, working overtime as needed.

### *Customer Service*

- Researched, calmed and rapidly resolved client conflicts.

### *Sales*

- Consistently generated additional revenue through skilled sales techniques.
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## Work Experience

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**Light Laborer** **12/2014 to 01/2015**

**Express Professionals** **Balaton, MN**

Gathered and emptied trash and recycling bins. Polished furniture and metal fixtures. Washed and spot-cleaned furniture, blackboards, mirrors, wastebaskets and garbage cans, office machines and ashtrays. Dusted and mopped all hard surfaces. Putting cardboard boxes together.

**Telemarketer** **08/2014 to 12/2014**

**FLS Connect** **Saint Cloud, MN**

Provided accurate and appropriate information in response to customer inquiries. Developed effective relationships with all call center departments through clear communication. Made outbound calls to political parties in regards to the elections.

**General Retail** **08/2013 to 06/2014**

**Goodwill** **Balaton, MN**

Sorting and hanging clothes. Receiving donations and cleaning wares and pricing them to put out on the sales floor. Working in the front of the store and assisting customers with questions. Running the cash register and assisting

**Dishwasher/ Cook** **04/2013 to 08/2013**

**Kirpatrick's Bar and Grill** **Balaton, MN**

Washing dishes and putting them away. Using a washer machine and some dishes by hand. Sorted out chicken, meats and french fries by weighing them and packaging it. help set up tables and food for banquets and parties.

**General Retail****04/2013 to 08/2013****Mastersons Personnel****Balaton, MN**

Worked at Goodwill sorting clothes and items. running the cashier and closing the store on my late nights. Assisting customers with any questions.

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**Educational Background**

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**Associate of Science: business administration****2005**

University of Phoenix

Des Moines, IA, United States

Coursework in Business Administration and Organizational Development  
Coursework in Business, Marketing and Communications

**High School Diploma: Required classes****2002**

North High School

Des Moines, IA, United States

Required classes