



ABIGAIL CIVIL

OBJECTIVE

Personable and outgoing customer service-oriented professional brings strong conflict and complaint resolution capabilities. Utilizes investigative skills to research, identify and rectify account, product and service issues that pose obstacles to customer satisfaction.

EXPERIENCE

OFFICE ASSISTANT

Renfroe & Jackson

January 2022 – Present

- Delivered clerical support by handling range of routine and special requirements
- Oversaw automated tracking and documentation of data, client correspondence and office operations.
- Processed invoices and expenses using QuickBooks to facilitate on time payment.
- Completed clerical tasks such as filing and copying.

SOLID WASTE SPECIALIST

Collier County Government

February 2020 – January 2022

- Generate tickets accurately in a timely manner.
- Strictly followed all cash, security, inventory and labor policies and procedures.
- Maintained high standards of customer service during high-volume, fast-paced operations.
- Operated weigh scales and issued tickets in a timely manner.
- Answered customer telephone calls promptly to avoid on-hold wait times.

CUSTOMER SERVICE

Whole Foods Market

October 2015 - November 2019

- Received and processed cash and credit payments.
- Adhered to all store retail procedures and policies.
- Educated customers about product options to exceed their experience.
- Interfaced with customers to determine purchasing needs, directed them to appropriate items, and recommended additional products.
- Served multiple customers simultaneously in a stressful environment.

CONTACT

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SKILLS

Problem Solving

Adaptability

Collaboration

Strong Work Ethic

Time Management

Critical Thinking

Detail Oriented

EDUCATION

August 2020 – Present

**Bachelor of Science –
Public Relations**

University of Florida

August 2016-June 2018

**Associates of Arts –
General Studies**

St. Petersburg College