

Cheyenne Charpenter

Saint Paul, MN

cheyanne.chontel@gmail.com - 6513562060

Authorized to work in the US for any employer

WORK EXPERIENCE

Customer Service Representative/Call Center

Comcast - Saint Paul, MN - March 2016 to Present

- Provides customer service for customers who have questions about their bill, or account.
- Discover customer's needs.
- Applying and taking away codes in computer system that is used.
- Keep a calm and professional demeanor at all times with customers.

Pawn Sales Associate

Pawn America - Saint Paul, MN - 2015 to Present

Responsibilities

- Examining merchandise to ensure that it is correctly priced and displayed and that it functions as advertised.
- Providing customer service by greeting and assisting customers and responding to customer inquiries and complaints.
- Performing work activities such as cleaning and organizing shelves and displaying and selling merchandise.
- Enforcing safety, health, and security rules.
Maintain in-stock and presentable condition assigned areas
- Cross selling products
- Obtaining basic understanding of sales principles and customer service practices
- Proficiency in English
- Working knowledge of customer and market dynamics and requirements

Sales Associate

Footlocker - Bloomington, MN - April 2013 to May 2015

- Greeted customers and determined their needs and wants
- Discussed type, quality and number of merchandise required for purchase
- Recommended merchandise based on individual requirements
- Advised customers on utilization and care of merchandise

- Provided advice to clients regarding particular products or services
- Explained the use and advantage of merchandise to customers
- Answered customers' queries and concerns
- Showed the live working of merchandise
- Quoted prices and discounts as well as credit terms, trade-in allowances, warranties and delivery dates
- Prepared sales contracts and accepted payment through cash, cheque and credit card
- Assisted in display of merchandise
- Maintained sales records for inventory control

Hairstylist/Cosmetologist

Aveda Institute - Minneapolis, MN - 2014 to 2015

Responsibilities

Keet work stations clean and sanitized tools such as scissors and combs.

Cut, trimmed and shaped hair or hairpieces, based on customers' instructions, hair type and facial features, using clippers, scissors, trimmers and razors.

Analyzed patrons' hair and other physical features to determine and recommend beauty treatments or suggest hair styles.

Scheduled client appointments.

Bleached, dyed and tinted hair, using applicators and brushes.

Updated and maintained customer information records, such as beauty services provided.

Shampooed, rinsed and conditioned dry hair and scalps or hairpieces with water, liquid soap, or other solutions.

Operated cash registers to receive payments from patrons.

Demonstrated and sold hair care products and cosmetics.

Developed new personalized styles and unique techniques.

Applied water, setting, straightening or waving solutions to hair and use curlers, rollers, hot combs and curling irons to press and curl hair.

Combed, brushed, and sprayed hair or wigs to set styles.

Shaped eyebrows and removed facial hair, using depilatory cream, tweezers, electrolysis or wax.

Trained and supervised other hairstylists, hairdressers and assistants.

Administered therapeutic scalp medication

Massaged and treated scalp for hygienic and remedial purposes, using hands, fingers, or vibrating equipment.

Shaved, trimmed and shaped beards and mustaches.

Recommended and explained the use of cosmetics, lotions, and creams to soften and lubricate skin and enhance and restore natural appearance.

Gave facials to patrons, using special compounds such as lotions and creams.

Cleaned, shaped, and polished fingernails and toenails, using files and nail polish.

Applied artificial fingernails.

Attached wigs and hairpieces to model heads and dressed wigs and hairpieces according to instructions, samples, sketches or photographs.

Cashier

Como Town Café - Saint Paul, MN - June 2012 to September 2012

- Provided customer service in a friendly and enthusiastic manner.
- Recorded customer orders into the POS System, ensuring each and every request was fully and accurately entered.
- Informed kitchen staff, through the POS System or verbal communication, of customer special requests/adjustments.
- Identified customer issues/complaints and took necessary steps to correct them.
- Performed returns and special transactions through the POS System.
- Kept the "register station" stocked with all necessary items.
- Cleaned and organized the "customer isle" when necessary.
- Assisted assigned employees with cleaning the customer patio area.
- Notified management of all customer and POS System issues.
- Consistently maintained a balanced drawer.
- Performed other related duties as requested.
- Completed the season to the specifications outlined in the Employment Contract.

Sales Associate/Wardrobe stylist

Torrid

Responsibilities

Ensured that all customers receive excellent service through direct salesmanship, and prompt and courteous service.

Assisted customers with questions, needs and purchases.

Attended weekly sales meetings.

Cultivated successful relationships with retail customers.

Completed each transaction in a quick and efficient manner.

Lead all social media sales initiatives.

Cleaned shelves, counters, and tables.

Greeted each customer that comes into the store in a warm manner.

Identified customer requirements.

Prepared merchandise for display.

Assisted customers with purchase decisions.

Assisted in physical inventory counts.

Implemented all visual merchandising standards.

Set up merchandise on the sales floor.

Made sure that customers received receipts on all purchases.

Helped customers try on or fit merchandise.

Watched out for loss prevention through leakage and theft.

EDUCATION

Technical Degree in Cosmetology

Aveda Institute Minneapolis - Minneapolis, MN

2014 to 2015

High school in General Studies

Harding High School - Saint Paul, MN

2009 to 2013