

CINDY VANG

OFFICE SPECIALIST

CONTACT

EMAIL:
cindichean@gmail.com

PHONE:
(952) 239-0438

ADDRESS:
18946 Ivanhoe St NW Elk River,
MN, 55330

EDUCATION

**MINNEAPOLIS COMMUNITY
TECHNICAL COLLEGE**
Minneapolis, MN

Completed coursework towards
A.S. Human Services (Mar 2007)

JOHN F. KENNEDY HIGH SCHOOL
Bloomington, MN
High School Diploma (Jun 2005)

ADDITIONAL SKILLS

Fluent in Hmong
Great Organizational skills
Good writing skills

CAREER OBJECTIVE

Hard-working professional with 10.5+ years of experience and a proven knowledge of conflict resolution, customer satisfaction, and customer service. Aiming to leverage my skills to successfully fill the Office Specialist role at your company.

PROFESSIONAL EXPERIENCE

Book Seller

Unique Thrift, New Hope, MN / Oct 2016 – Sep 2017

- Greet customers and ascertain what each customer wants or needs.
- Maintain records related to sales.
- Prepare merchandise for purchase or rental.
- Ticket, arrange and display merchandise to promote sales.

Sales Associate

Unique Thrift, New Hope, MN / Sep 2015 – Sep 2017

- Open and close cash registers, performing tasks such as counting money, separating charge slips, coupons, and vouchers, balancing cash drawers, and making deposits.
- Clean shelves, counters, and tables.
- Exchange merchandise for customers and accept returns.
- Maintain knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices.
- Greet customers and ascertain what each customer wants or needs.

Call Center

Suburban Taxi, St. Paul, MN / Jul 2011 – Mar 2013

- Dispatch taxi's to customers, logged in customer complaints, recorded and saved customer information

Sales Associate/Third Key

Marshalls, Richfield, MN / Jun 2011 – Mar 2013

- Provide customer service by greeting and assisting customers, and responding to customer inquiries and complaints.
- Assign employees to specific duties.
- Perform work activities of subordinates, such as cleaning and organizing shelves and displays and selling merchandise.
- Plan and coordinate advertising campaigns and sales promotions, and prepare merchandise displays and advertising copy.
- Keep records of purchases, sales, and requisitions.

Sales Associate/Assistant Manager

Savers, Richfield, MN / Aug 2007 – Apr 2009

- Provide customer service by greeting and assisting customers, and

- responding to customer inquiries and complaints.
- Direct and supervise employees engaged in sales, inventory-taking, reconciling cash receipts, or in performing services for customers.
- Hire, train, and evaluate personnel in sales or marketing establishments, promoting or firing workers when appropriate.
- Assign employees to specific duties.
- Keep records of purchases, sales, and requisitions.

Sales Associate / Assistant Manager

Sanrio , Bloomington , MN / Nov 2004 – Mar 2007

- Provide customer service by greeting and assisting customers, and responding to customer inquiries and complaints.
- Direct and supervise employees engaged in sales, inventory-taking, reconciling cash receipts, or in performing services for customers.
- Monitor sales activities to ensure that customers receive satisfactory service and quality goods.
- Inventory stock and reorder when inventory drops to a specified level.
- Assign employees to specific duties.
- Keep records of purchases, sales, and requisitions.
- Establish credit policies and operating procedures.