

Dharmila Thomas

Aurora, CO

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Authorized to work in the US for any employer

Work Experience

Sales Associate

Nordstorm Rack - Littleton, CO

April 2021 to February 2022

- Provided fast and friendly service
- Opened and closed the store
- Answered phones and transferred calls within the company
- Sold credit cards
- Entered customer information. Such as email, name, and phone number
- Trained in multiple departments
- Counted cash
- Processed customer transactions

Receptionist/Sales Associate

Blo Dry Bar - Denver, CO

May 2020 to February 2021

Answered phones

Sanitized/cleaned store front

Scheduled appointments via Booker.com

Strong Organization skills

Receptionist

Hand & Stone Massage and Facial Spa - Denver, CO

June 2019 to August 2019

- Standardized efficient customer service
- Answered Phones
- Strong communication skills
- Conflict resolution

Education

Bachelor of Social Sciences in Clinical and Counseling

Metropolitan State University of Denver - Denver, CO

2019 to Present

Skills

- Proficient using Microsoft Office Suite: Word, Excel, PowerPoint
- Answering Phones
- Customer Service
- Adaptability
- Product knowledge
- Excellent written and verbal communication
- Multi-line phone systems

Awards

Certificate of Completion

November 2021

Certificate states that I've completed Rx Exam's 9 module course to prepare for the PTCB.

Assessments

Sales skills — Proficient

February 2021

Influencing and negotiating with customers

Full results: [Proficient](#)

Work style: Reliability — Completed

March 2021

Tendency to be reliable, dependable, and act with integrity at work

Full results: [Completed](#)

Customer focus & orientation — Proficient

December 2021

Responding to customer situations with sensitivity

Full results: [Proficient](#)

Customer service — Proficient

February 2021

Identifying and resolving common customer issues

Full results: [Proficient](#)

Administrative assistant/receptionist — Familiar

December 2021

Using basic scheduling and organizational skills in an office setting

Full results: [Familiar](#)

Scheduling — Highly Proficient

March 2021

Cross-referencing agendas and itineraries to avoid scheduling conflicts
Full results: [Highly Proficient](#)

Social media — Familiar

March 2021

Knowledge of popular social media platforms, features, and functions
Full results: [Familiar](#)

Attention to detail — Familiar

June 2019

Identifying differences in materials, following instructions, and detecting details among distracting information.

Full results: [Familiar](#)

Work motivation — Familiar

March 2021

Level of motivation and discipline applied toward work
Full results: [Familiar](#)

Front desk agent (hotel) — Highly Proficient

February 2021

Selecting hotel rooms based on verbal requests and identifying errors in hotel data
Full results: [Highly Proficient](#)

Medical receptionist skills — Familiar

December 2021

Managing physician schedules and maintaining accurate patient records
Full results: [Familiar](#)

Dental receptionist skills — Proficient

March 2021

Managing practitioner schedules and maintaining accurate patient records
Full results: [Proficient](#)

Retail customer service — Familiar

December 2021

Responding to customer situations in a retail setting
Full results: [Familiar](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.