

Audrianna Lynn Diaz

505 Prairie Avenue
Brighton, CO 80603
(720) 428-1718

Objective

To pursue a position with a valued company to gain stability and the opportunity to further apply my knowledge and experience.

Education

Brighton High School, Brighton, Co

GPA 3.37

Graduated May 2007

Work Experience

Radio Shack

Store Manager

Jan. 2010 - Present

Maintain and reconciled cash drawer on a daily basis
Maintain an organized work space
Communicate with internal and external customers at all levels to ensure successful communication
Manage and file sensitive documents
Process the billing aspect of the business
Manage multiple projects simultaneously
Train employees
Troubleshoot issues with customers' electronic devices
Answer calls and quickly respond with solutions to all customer questions
Provide excellent customer service
Schedule staff to confirm balanced coverage
Ensure all customers are given the correct information on all products
Continuously attend trainings to sustain an accurate understanding of the products offered
Use knowledge of electronic products to enhance sales

Radio Shack

Sales Associate

Nov. 2008 – Jan. 2010

Greet the public and provide extensive information specific to each individuals' needs
File all paperwork
Troubleshoot issues with customers' electronic devices
Answer calls and quickly respond with solutions to all customer questions
Provide excellent customer service
Ensure all customers are given the correct information on all products
Use knowledge of electronic products to enhance sales

Kohl's Department Store

Sales Floor Associate

Sep. 2007- Sep. 2008

Ensure all customers are given the correct information to meet their needs
Provide excellent customer service
Maintain a neat and clean work space
Operated cash lanes and maintained an orderly cash drawer

Brighton Ford

Receptionist

Jan. 2007- August 2007

Excellent customer service provided to internal/external customers
Maintain an organized work space
File paperwork to appropriate location
Greet the public and provide extensive information specific to each individuals' needs
Direct and relay calls and messages to the appropriate department
Communicate with internal and external customers at all levels to ensure successful communication
Provide quick and efficient service while running the cash register

Special Skills

Bilingual (English/Spanish)
Dependable
Computer and internet literate
Performs well under pressure
Great at multi-tasking
Reliable
Seven years' experience in customer care

References

Monica Kisler
Radio Shack
Former Manager
(303) 829-1392

John Antuna
Radio Shack
Store Manager
(720) 238-2830

Chris Kelly
Radio Shack
Former District Manager
(720) 810-0537