

# Donna Keifer

## **Customer Service**

Fort Collins, CO 80524

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+1 602 524 3797

Willing to relocate: Anywhere

## Work Experience

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### **Retail Sales Associate**

Victoria Secret

August 2021 to Present

- Cashier
- Upsell products
- Treat all customers and co workers with respect
- Keep store and inventory organized and safe
- Provided outstanding customer service and ensured guest satisfaction
- Drive sales through appealing visual displays and great customer service
- Manage dressing room
- Coached and mentored a team of many employees
- Manage cash deposits
- Successfully get loyalty every shift (Just in month of December I got almost 20 loyalty cards)

### **Receptionist/Office Assistant**

PSG- Functional Materials - Calhoun, GA

March 2019 to February 2020

- Filing Invoices, Payables, Check stubs, patents, etc
- Data entry/ Invoices, Orders
- Outlook, Microsoft Excel, Microsoft Word, SageX3, 3CX app, etc.
- Inventory
- Kindly greeting all office walk ins, including customers, salesman and any other visitors
- Provide administrative support to the President
- Assist with scheduling meetings, presentations, etc.
- Assist with composing meeting agendas and assembling meeting materials/presentations
- Assist with documentation and correspondence
- Assist with miscellaneous safety tasks
- Provide support to all office staff and customers
- Answers all incoming telephone calls promptly
- Transfers calls to the proper extension
- Takes messages and distributes as necessary
- Coordinates with other staff to ensure constant coverage of the phones and front desk
- Manage maintenance, repair and refilling postage meter
- Receive, open, date stamp and distribute all mail
- Receive packages, office supply deliveries and warehouse deliveries as required

- Purchase office supplies as needed
- Record all incoming checks in log book
- Mail invoices, statements and checks as needed
- Maintain and organize filing and sorting
- Assist with other accounting or clerical tasks as required

### **Retail Sales Specialist**

Pilot Flying J - Resaca, GA

2015 to 2018

- Managed team on shift to be sure store was running smooth and correct
- Keep inventory organized and stocked correctly
- Provided outstanding customer service and ensured guest satisfaction
- Drive sales through appealing visual displays
- Upsell product to customer depending on need or want
- Maintenance/ Janitorial
- Used Store Point Software to keep track of inventory and keep correct
- Deli/ Food Service
- Replenished and rotated product inventory in all departments
- Kept sales floor clean, organized, and safe for customers and employees

### **Retail Sales Associate/Cashier**

Rue21 - Calhoun, GA

2013 to 2015

- Kept Stock Clean and Presentable
- Marketing
- Upselling Product
- Inventory
- Provided outstanding customer service and ensured guest satisfaction
- Drove sales through appealing visual displays
- Worked overnight stocking shifts
- Replenished and rotated product inventory in All departments

## Education

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### **High school or equivalent in General Studies**

Gordon Central High School - Calhoun, GA

2011 to 2012

## Skills

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- Billing (Less than 1 year)
- Customer Service Skills (10+ years)
- Data Entry (Less than 1 year)
- Microsoft (10+ years)
- Filing (1 year)
- Microsoft Word (10+ years)

- Receptionist (1 year)
- Scheduling (5 years)
- Reservations (5 years)
- Inventory (8 years)
- Management (7 years)
- Microsoft Office (10+ years)
- Organizational Skills (10+ years)
- Outlook (10+ years)
- Clerical (2 years)
- Outgoing Personality (10+ years)
- Optimistic (10+ years)
- Self-Starter (10+ years)
- Excel (10+ years)
- Diligent (10+ years)
- Dependable (10+ years)
- Hard Work Ethic (10+ years)
- Quick Learner (10+ years)
- Computer Literacy (10+ years)
- Computer Skills (10+ years)
- Analysis Skills
- Communication skills (10+ years)
- Typing (10+ years)
- Phone Etiquette (3 years)
- Upselling (10+ years)
- Administrative Experience
- Guest Services (10+ years)
- Cash handling (10+ years)
- Growing experience (10+ years)
- English
- Research
- Office Administration
- Retail Sales
- Sales
- Word Processing
- QuickBooks
- Personal Assistant Experience
- Microsoft Powerpoint (10+ years)
- Accounts Payable
- Accounting
- Presentation Skills

- Accounts Receivable
- Team Management

## Certifications and Licenses

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### **Weekend Computer Camp**

Present

Certified in most if not all computer programs.

### **Driver's License**

## Assessments

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### **Administrative assistant/receptionist — Familiar**

August 2021

Using basic scheduling and organizational skills in an office setting

Full results: [Familiar](#)

### **Customer service — Familiar**

August 2021

Identifying and resolving common customer issues

Full results: [Familiar](#)

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