

# Ja'Lissa Connors

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## OBJECTIVE

Dedicated Customer Service professional with knowledge of service delivery and proven multitasking abilities. Committed to maintaining professional relationships to increase profitability and drive business results.

## WORK HISTORY

Circle K. Denver, CO *Customer Service Representative* | 11/2017 - 05/2018

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Liaised with customers, management and sales team to better understand customer needs and recommend appropriate solutions.
- Answered constant flow of customer calls with minimal wait times.

Xfinity Comcast. Denver, CO *Warehouse Worker* | 06/2014 - 09/2014

- Operated pallet jacks and material moving equipment to receive and transport items from various warehouse locations.
- Wrapped pallets in shrink wrap prior to loading.
- Readied product pallets for optimal storage and shipment, carefully organizing boxes and balancing weight.

Team Beautified. Denver, CO *Caregiver, Special Needs* | 03/2012 - 07/2014

- Provided safe mobility support to help patients move around personal and public spaces.
- Determined specific needs and provided most appropriate level of services for patient well-being.
- Assisted clients with daily living needs to maintain self-esteem and general wellness.

Bare Minerals. Littleton, CO *Makeup Artist* | 05/2013 - 07/2013

- Conducted consultations to understand client's desired outcome and assessed skin type and face structure.
- Kept up-to-date with style industry standards, trends and techniques to provide optimal aesthetics services to every client.
- Employed variety of cosmetics to produce fresh looks, enhance facial features and manage skin tone.

**Macy's.** Littleton, CO *Customer Service Representative* | 11/2011 - 01/2012

- Responded to customer requests for products, services and company information.
- Leveraged sales expertise to promote products and capitalized on upsell opportunities.
- Collected customer feedback and made process changes to exceed customer satisfaction goals.

**Raising Cane's Restaurants.** Marrero, LA *Cashier* | 04/2009 - 10/2011

- Restocked and organized merchandise in front lanes.
- Operated cash register for cash, check and credit card transactions with excellent accuracy levels.
- Mentored new team members on POS system operation, customer service strategies and sales goals.

**The Shoe Dept.** Pineville, LA *Cashier* | 10/2008 - 11/2008

- Worked flexible schedule and extra shifts to meet business needs.
- Promoted customer loyalty and consistent sales by delivering friendly service and knowledgeable assistance.
- Replenished sales floor merchandise and organized shelves, racks and bins for optimal appearance.

**SKILLS**

- Sales expertise
- Complaint resolution
- Good listening skills
- Order Fulfillment
- Creative problem solving
- Money handling abilities

- Training development aptitude
- Stocking and replenishing
- Warehousing functions

## *EDUCATION*

Ridgeland High School  
Ridgeland, MS 05/2007  
High School Diploma