

Genesis Feliciano Acosta

Minneapolis, MN

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Seeking an opportunity to be a part of a dynamic and energetic team that will enable me to use my strong organizational skills, educational background, and ability to work well with people.

Authorized to work in the US for any employer

WORK EXPERIENCE

Retail Sales Associate/ Marketing Strategist

Cricket Wireless - Richfield, MN - January 2016 to Present

Responsibilities

- Promote sales by assisting customers and offering suggestions.
- Ability to communicate professionally in person and by phone.
- Stock shelves, counters, and tables with merchandise.
- Provide prompt and courteous service to all customers
- Utilize product knowledge to promote sales.
- Responsible for ensuring store appearance is clean and presentable at all times.
- Enter register transactions accurately.
- Stay informed of store policies, procedures, and promotions.

Collections Agent

Central Portfolio Control - Eden Prairie, MN - November 2015 to January 2016

- Deal with customers diligently, courteously and professionally while collecting payments.
- Initiate strategies for collection processes and procedures.
- Negotiate payment plans.
- Respond to customer inquiries.
- Persuade customers diligently to pay past due amounts.
- Retain customer loyalty while initiating processes for collection of payments.
- Maintain and update record of customers from whom collections are made.

Receptionist/Student Worker

Cristo Rey Jesuit High School - Minneapolis, MN - August 2014 to September 2015

- Assisting Staff with general duties such as printing, scanning, faxing, etc
- Helped prep and serve lunches.
- Admissions office
- Route calls to specific people.
- Answer inquiries about company.
- Greet visitors warmly and make sure they are comfortable.
- Schedule meetings and conference rooms.
- Make coffee and set out food.
- Ensure reception area is tidy.
- Coordinate mail flow in and out of office.
- Coordinate office activities.
- Give visitors badges and direct them to where they can sign in.

- Arrange appointments.

Sales Associate/Cashier

Perfumania - Minneapolis, MN - October 2013 to January 2015

- Interacting with customers, giving them product presentations and convincing them to make purchases.
- Strategizing to meet assigned sales targets in the given period of time.
- Completing all the assigned tasks by the retail sales manager.
- Keeping a track of the stock and inventory in the store and placing orders for replenishing the stock.
- Maintaining the proper display of goods in the store and ensuring that they comply with the quality standards.
- Evaluating market trends and keeping track of new products and prices in the market.

Tour Guide/Entertainer

Exhibit center - Minneapolis, MN - March 2014 to September 2014

- As a tour guided I provided assistance with make up tutorials, arts and crafts and dress up.
- Also cleaned and worked in Nickelodeon Universe rides at the Mall of America.

Office Assistant/Student Worker

Faegre Baker Daniels - Minneapolis, MN - August 2013 to July 2014

- Worked in Hospitality.
- Focused on creating spread sheets and assisted with setting up conference rooms and party events.
- Also scheduled appointments, prepped lunches, cleaned conference rooms and supplied stock.

Sales Associate

Marshalls - Richfield, MN - October 2012 to May 2014

- Supervised fitting room while providing outstanding customer service.
- Exhibit high level energetic response to customers in store or on phone.
- Listen to customer's needs, document and identify best response and solution.
- Welcome customers professionally, answer phones and direct customer inquiries.
- Support tasks, duties or projects as directed by management.
- Communicate merchandise needs or issues to supervisors.

Office Assistant/Student Worker

Lazard Middle Market - Minneapolis, MN - December 2012 to June 2013

- Assisted employees with confidential tasks that involved printing, scanning and filing.
- Also distributed and sent mail, created books and reviewed resumes.
- Gather mail from every departments as well as redistribute suitably.
- Ensure to distribute entire inter-office mail for detainees and facility departments.
- Perform work related errands as requested such as going to the post office and dry cleaners.
- Fax, scan and copy documents.
- Maintain office filing and storage systems.
- Update and maintain databases such as mailing lists, contact lists and client information.

Cashier/Sales Associate

Nestles Toll House - Bloomington, MN - July 2012 to November 2012

Sold pastries while making sure all customers were satisfied with there options. This also included baking, serving refreshments and cleaning.

Office Assistant/Student Worker

Wells Fargo Home mortgage - Minneapolis, MN - August 2011 to June 2012

- Performed data base entries that assisted consumer leaders using Microsoft Office.
- Also filed, created calendars, supplied stock, and assisted other employees with confidential tasks.

EDUCATION

Cristo Rey Jesuit High School - Minneapolis, MN
2011 to 2015

SKILLS

Dale Carnegie training, Self-motivated, Analytical and Research skills, Computer and Technical literacy, Flexible and Adaptable, Reliable and Responsible, Excellent Communication, Management and Organizational Skills

ADDITIONAL INFORMATION

- Volunteered at Feed My Starving Children
- Volunteered at Arc's Value Village thrift store
- Volunteered in a COAP Organization building homes for those in need in Harlan, Kentucky