

“Motivated to achieve success.”

Dynamic, self-directed individual seeking a rewarding career utilizing my innovative, administrative and mentoring expertise.

◆ MS Word ◆ Outlook ◆ Internet

Personal Attributes and Abilities

- Exceptional typist, proven 40 wpm
- Innovative and enthusiastic; customer-oriented with excellent communications skills
- Enjoys team environment; works with little direct supervision
- Interacts effectively with a diverse, multi-generational population
- Possesses high level of integrity; dedicated employee
- Handles crisis situations in a calm, professional manner

Relevant Experience

Customer Relations

- Check to ensure that appropriate changes were made to resolve customers' problems
- Complete and update data base, prepare change of address records, verify and check identification and credentials
- Confer with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
- Operate multi-line telephone systems, working in call center environment
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken
- Refer unresolved customer grievances to designated departments for further investigation
- Meet and greet customers in a professional manner and articulate pertinent information as needed

Administrative

- Maintain records, reports, or files and updates current information
- Recommend improvements to work methods or procedures
- Familiar with internet and computer technologies, adept at research and application of knowledge
- Ability to multi-task effectively, works well in high stress environment
- Manages situational crises in a calm and productive manner
- Order supplies and determined need for maintenance, repairs and furnishings

Retail

- Operated cash register to itemize and total customers' purchases in stores
- Reviewed price sheets to note price changes and sale items
- Collected cash, check, and charge payments from customers and made change for cash transactions
- Recorded daily transaction amounts from cash register to balance cash drawer
- Used electronic scanner to record prices
- Structured and maintained the cash register area

Employment History		
Homewood Suites by Hilton	Supervisor/Housekeeper	2006 - Present
Associated Community Services	Telemarketer/Sales Rep	2003 - 2004
Kmart	Customer Service Rep/Cashier	2002 - 2003
Gallagher Security	Supervisor/Desk Clerk	2002 - 2006
University of Detroit Mercy	Housekeeper	2004-2006

Education

Mackenzie High School, Detroit Mi

References Available Upon Request