

Jennifer L Wilson



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Customer-focused professional with 10+ years retail experience. Offer a proven track record of increasing repeat business through an admirable reputation with customers as a knowledgeable and helpful professional. Reliable and respected; uphold highest ethical principles. Core skill areas include:

Cheerful attitude and professional demeanor
Customer Service/Loyalty
Policy and Procedure Enforcement
Inventory control/Loss Prevention

Staff Training/Mentoring
Resolve customer problems quickly
Maintain and keep records efficiently

EXPERIENCE

Michael's Arts and Crafts

multiple locations

Framing Department Manager

2009–2013

Turned an under-performing frame shop into a sales/customer driven shop; trained cross-functional team in meeting and exceeding customer experience; aided customers in achieving desirable end product of custom frame order; interviewed potential employees. Designed flyers and displays for in-store events.

Sr. Certified Framer

2000–2007, 2008–2009

Promoted from lead sales to train entry level framing associates; produced custom orders with a high level of accuracy and speed; became a resource person for help and information; ordered and maintained frame shop supplies.

PetSmart

Shawnee Mission, KS

Lead Pet Care Specialist

2007–2008

Monitored and cared for the animals; worked in a team environment to ensure the highest level of customer assistance; stocked merchandise on sales floor.

EDUCATION

Johnson County Community College

Overland Park, KS

Graphic Design

2003-2005, 2007-2008

Completed general education requirements, and completed some coursework for desired degree.

Kansas City Kansas Area Technical School

Kansas City, KS

Certified Nurse Aide Program

Completed: October 2007

Olathe East High School

Olathe, KS

Graduated 2002

SKILLS

Windows 2000/XP/Vista/7, MS Office Suite, PC and Mac proficient; Adobe Photoshop CS3, InDesign CS3, Illustrator CS3.