

TEACHER

Career Overview

Highly enthusiastic customer service professional with 15 years client interface experience. Enthusiastic customer service/telesales representative with in-depth knowledge of sales, account management and training. Results-driven Office Manager with proven ability to establish rapport with clients. years client interface experience.

Dedicated Customer Service Representative motivated to maintain customer satisfaction and contribute to company success.

Core Strengths

- Strong organizational skills
- Active listening skills
- Seasoned in conflict resolution
- Sharp problem solver
- Courteous demeanor
- Large cash/check deposits expert
- Telecommunication skills
- Markdown/promotional procedures
- Store maintenance ability
- Inventory control familiarity
- Telephone inquiries specialist
- Customer service expert
- Invoice processing
- Adaptive team player
- Opening/closing procedures

Accomplishments

Customer Assistance

- Worked with company systems such as Live Support and diligently completed all assigned tasks, working overtime as needed.

Computed Data Reports

- Provided required weekly, monthly and quarterly reports listing sales figures and client track records.

Customer Service

- Researched, calmed and rapidly resolved client conflicts to prevent loss of key accounts.

Sales

- Consistently generated additional revenue through skilled sales techniques.

Market Research

- Interviewed clients via market research surveys to identify product issues and customer needs.

Customer Interface

- Greeted customers upon entrance and handled all cash and credit transactions.
- Assisted customers over the phone regarding store operations, product, promotions and orders.

Database Maintenance

- Assisted in the managing of the company database and verified, edited and modified members' information.

Work Experience

Teacher 02/2012 to Current Company Name City , State

- Read stories to the children and taught them painting, drawing and crafts. Employed a variety of materials for children to explore and manipulate in learning activities and imaginative play. Created an infant area, toddler area and preschool area of play within the daycare. Carefully monitored children's play activities. Offered detailed daily reports that outlined each child's activities. Incorporated music and art activities to encourage creativity and expression. Escorted children on outings and trips to local parks and zoos. Upheld all CPR and Georgia regulated certifications. Offered stimulating curriculum that accommodated all learning styles. Led reading classes for preschool-aged children. Sparked creativity and imagination by helping children discover new things each day. Identified early signs of emotional and developmental problems in children and brought them to the parents' attention. Communicated with children's parents and guardians about daily activities, behaviors and problems. Maintained developmentally appropriate environment. Implemented positive discipline; followed policy of warning, timeout, talk and parent check-in. Supervised circle time, free play, outside play and learning and developmental activities. Encouraged early literacy through read-aloud time and alphabet games. Managed general housekeeping duties, including feeding, diapering, resting, and cleanup. Built stable, consistent and positive environment for 1-5 .-year old children. 13 years childcare experience.

Office Manager/Teacher 08/1995 to 11/2008 Company Name City , State

- Managed team of [number] of professionals. Managed team of 20 professionals. Reduced and controlled expenses by implementing the Quick books program on the office computers. Initiated program that standardized employee training and led to increase in customer

satisfaction by 12%.Managed all company customer engagement campaigns.Increased conversion rates by 50% through various contests and promotions. Increased sales by 50% by launching the U TRI GOD marketing campaign.Managed both inbound and outbound marketing campaigns to generate new business and to support partner and sales teams.Managed the in-house advertising program consisting of print and media collateral pieces.Created an , toddler area and preschool area of play within the school.Offered detailed daily reports that outlined each child's activities.Maintained daily records of activities, behaviors,and meals.Escorted children on outings and trips to local parks and zoos.Created and implemented a developmentally appropriate curriculum.Upheld all CPR and Illinois regulated certifications.Offered stimulating curriculum that accommodated all learning styles.Mailed parents quarterly educational assessments to show progression.Completed daily paperwork for agencies such as Child Protection Services and Resource and Referral Centers.Sparked creativity and imagination by helping children discover new things each day.Identified early signs of emotional and developmental problems in children and brought them to the parents' attention.Made policy decisions in conjunction with daycare board.Sustained ideal staff-to-student ratio in center licensed for 50 children aged 2-14.Controlled administrative, operational, financial and logistical areas of facility.Familiarized parents with centers policies, regulations, fees and curriculum.Participated in home visits, parent meetings and developmental screenings.Screened 300 children for enrollment over a period of 10 years.Communicated with children's parents and guardians about daily activities, behaviors and problems.Mediated talks between parents and teachers regarding disciplinary concerns.Made house calls and held one-on-one progress report sessions with parents after working hours.Maintained developmentally appropriate environment.Encouraged early literacy through read-aloud time and alphabet games.Supported children's emotional and social development by adapting communication tactics for differing client needs.Billed and managed 100 client accounts a year.Planned weekly menus for 50 children following nutritional and allergen guidelines.Built stable, consistent and positive environment for 2-14 year old children.Increased new enrollment and return enrollment by 20.Planned and implemented educational programs for 50 children.Managed operations of a 9000-square-foot childcare center licensed for 100 children.Trained 25 of U TRI GOD employees.

Education

Associate of Arts : Business Jones International University City , State

Professional Affiliations

Child Development Association 89 Grove Way, Roswell, Georgia 770-992-4006

Skills

Cash handlingProfessional and friendlyCareful and active listenerMulti-tasking