

## CUSTOMER SERVICE ASSOCIATE/CASHIER

### Summary

Highly motivated professional seeking a Receptionist position. Possesses excellent communication skills, a strong intuitive analytical thinking. Goal-oriented, Customer-focused with a team player attitude and drive to succeed.

### Highlights

Flexibility | Adaptability | Organizing and planning skills  
Attention to detail | Stress tolerant

- Ability to handle several situations at once with confidence.
- Knowledge of MS office and the operation of standard office equipment.
- High school diploma.
- Answered, screened and directed inbound phone calls
- Performed general secretarial duties, including " meeting scheduling, appointment set up, faxing and mailing
- Took verbal and written messages and transmitted them to exact person/destination
- Accepted letters and packages delivered to the front desk and distributed to appropriate staff
- Interacted well with the public
- Handled delicate situations, such as " customer requests, special needs and complaints
- Coordinated maintenance of the front desk reception area equipment, furniture, lighting, applications and brochures
- Maintained a neat, tidy and pleasant appearance of the reception area

### Accomplishments

- Provided the highest quality natural health care services to all of the patients in a caring and supportive environment
- Good with patients of all ages
- Ability to follow directions closely
- Great compassion towards patients
- Comfortable in interacting with all types of patients
- Skilled in explaining to patients how to adapt to a healthier lifestyle as instructed by the physician
- Experienced in assisting physician for treating patients
- Adept in scheduling patient appointments and preparing treatment rooms
- Skilled in filing out medical history forms
- Ability to work well alone as well as a Team player in a Fast paced office setting

### Experience

Customer Service Associate/Cashier

October 2008 to April 2009 Company Name i¼ City , State

- Greeted and assisted customers in a friendly courteous manner
- Processed customers' transactions accurately and efficiently along with bagging customer purchases
- Maintained the proper funds in register and called for change or cash pick-ups as needed
- Followed Company policies and procedures in handling void transactions, even exchanges, over and short situations, etc.
- Opened and closed the register and counted out register drawer
- Recorded appropriate information on the balance sheet to prevent cash loss
- Utilized and adhered to the merchandise presentation standards in regards to the 5 Basics: replenishment, signing, sizing, clearance and clean store Followed Company policies and procedures for all POS processes Maintained a neat, clean and organized customer service and register area Maintained consistent communication and follow through Recovered and replenished POS end caps in accordance with merchandizing directives and standards Ensured prompt removal of merchandise returns and holds
- Made sure that all merchandise was folded, hung, tagged and priced appropriately before returning to the sales floor Processed damages and the appropriate paperwork correctly
- Tagged vendor return items. Called for department to pick up returns Solicited Kohl's Charge applications and e-mail addresses from customers in accordance with Company standards Responded appropriately to POS backup calls and Service Desk calls
- Assisted with POS and Customer Service as needed Properly held merchandise for customers when needed, including returning merchandise not picked up to the sales floor
- Processed rain checks within Company standards Accomplishments Very rewarding Helping customers and loved working in Retail
- Skills Used Analytical thinking, planning
- Strong verbal and personal communication skills
- Accuracy and Attention to details
- Organization and prioritization skills
- Problem analysis, use of judgment and ability to solve problems efficiently
- Self motivated, initiative, high level of energy
- Verbal communication skills

Chiropractor Assistant

October 2007 to September 2013 Company Name i¼ City , State

Receptionist, Greet and register arriving patients, Confirm insurance status, Record medical histories and any other relevant medical information, Abided by HIPAA laws regarding sharing of personal medical information, Room patients, Assist Chiropractors with certain procedures, Responsible for administering some physical therapy techniques, Educate patients, Patient scheduling, Checking out departing patients, Call and confirm appointments, Managing patients files, Managerial tasks, Bookkeeping, billing, employee payroll, bank deposits, Maintain and kept track of office supplies, Checking in and out chiropractic equipment and supplies, Keep waiting rooms and examination rooms clean, Microsoft Office proficiency and Excel spreadsheets

January 2005 to Current Company Name 1/4 City , State

- Commercial and Private party house cleaning. Maintain lists of vacant apartment's that require housekeeping attention before the arrival of their next occupants. Responsible for cleaning commercial buildings, offices, restrooms and common areas. Restocking all toiletries, vacuum room carpets, and sweep, scrub, wax and polish floors using brooms, mops and powered scrubbing and waxing machines. Preparing surfaces with primer, apply layers of paint and hang wallpaper. Tidy up after finishing a job Accomplishments.

#### Education

High School Diploma : General , 1987 Marshfield High School 1/4 City , State

#### Personal Information

I work well as a team-player, I am very out going and I am able to work well under stress.

#### Skills

Receptionist, 10-Key, Account Management, Active Learning, Calendaring, Client Relations, Computer Proficiency, Coordination, Creative Problem Solving, Customer Needs Assessment, Customer Service, Data Collection, Data Entry, Documentation, Email, Executive Management Support, Filing, Internet Research, Scheduling, Spreadsheets, Telephone Skills, Time Management, Vendor Management, Letters and Memos, Microsoft Excel, Microsoft Office Suite, Microsoft Outlook, Microsoft Word, Multi-Task Management, Organizational Skills and Prioritization.