

## CUSTOMER ADVOCATE

### Professional Summary

I was in R.O.T.C for 4 years in high school. I Was in our unarmed drill team, I was second in command. I would be in drill meets and in competitions. Not only was this distraction for me but it was also a learning experience for me. I gathered leader ship skills, team work skills, also responsibility skills. When we needed to get something done I was taught to take the initiative to get things done. I did lead a couple of our drill meets. I did learn how to handle hard situations.

### Work Experience

Customer Advocate Dec 2014 to Nov 2015

Company Name - City , State

- responsibilities are making sure our customer leave with cash, making sure all documents are updated on file of each customer.
- One of my tasks are to have our campaign calls completed by Monday and have the report sent.
- We go to each customer's account to see if they have and cash available loan wise, we give them a brief call reminding them they have cash.
- I need to have sent out the summary report by Monday.
- By doing this we get more customer's in helping us meet our goals. We Also make sure our environment is clean and nice for our customer's to feel welcomed.
- Ensuring all documents are correct in system to meet compliance.
- Verify and examine information and accuracy of loan application and closing documents.
- Record applications for loan and credit, loan information, and disbursements of funds, using computers.
- Present loan and repayment schedules to customers.
- Calculate, review, and correct errors on interest, principal, payment, and closing costs, using computers or calculators.
- File and maintain loan records.
- Receive checks and cash for deposit, verify amounts, and check accuracy of deposit slips.
- Cash checks and pay out money after verifying that signatures are correct, that written and numerical amounts agree, and that accounts have sufficient funds.
- Process and maintain records of customer loans.

Jul 2014 to Jan 2015

Company Name - City , State

- Greet customers and ascertain what each customer wants or needs.
- Describe merchandise and explain use, operation, and care of merchandise to customers.
- Recommend, select, and help locate or obtain merchandise based on customer needs and desires.
- Answer questions regarding the store and its merchandise.
- Maintain records related to sales.
- Place special orders or call other stores to find desired items.
- Prepare merchandise for purchase or rental.
- Watch for and recognize security risks and thefts, and know how to prevent or handle these situations.
- Inventory stock and requisition new stock.
- Clean shelves, counters, and tables.
- Help customers try on or fit merchandise.
- Open and close cash registers, performing tasks such as counting money, separating charge slips, coupons, and vouchers, balancing cash drawers, and making deposits.
- Estimate quantity and cost of merchandise required, such as paint or floor covering.
- Bag or package purchases, and wrap gifts.
- Greet customers and ascertain what each customer wants or needs.

Jun 2014 to Dec 2014

Company Name - City , State

- Receive payment by cash, check, credit cards, vouchers, or automatic debits.
- Issue receipts, refunds, credits, or change due to customers.
- Greet customers entering establishments.
- Process merchandise returns and exchanges.
- Describe merchandise and explain use, operation, and care of merchandise to customers.
- Maintain clean and orderly checkout areas and complete other general cleaning duties, such as mopping floors and emptying trash cans.
- Recommend, select, and help locate or obtain merchandise based on customer needs and desires.
- Assist with duties in other areas of the store, such as monitoring fitting rooms or bagging and carrying out customers' items.
- Answer questions regarding the store and its merchandise.
- Maintain knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices.
- Maintain records related to sales.
- Inventory stock and requisition new stock.
- Help customers try on or fit merchandise.

Apr 2012 to Aug 2014

Company Name - City , State

- Maintain sanitation, health, and safety standards in work areas.
- Receive payment by cash, check, credit cards, vouchers, or automatic debits.
- Clean food preparation areas, cooking surfaces, and utensils.
- Issue receipts, refunds, credits, or change due to customers.
- Verify that prepared food meets requirements for quality and quantity.
- Greet customers entering establishments.
- Prepare specialty foods such as pizzas, fish and chips, sandwiches, and tacos, following specific methods that usually require short preparation time.
- Answer customers' questions, and provide information on procedures or policies.
- Measure ingredients required for specific food items being prepared.
- Maintain clean and orderly checkout areas and complete other general cleaning duties, such as mopping floors and emptying trash cans.
- Take food and drink orders and receive payment from customers.
- Stock shelves, and mark prices on shelves and items.
- Clean, stock, and restock workstations and display cases.
- Wash, cut, and prepare foods designated for cooking.
- Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.
- Serve orders to customers at windows, counters, or tables.
- Pre-cook items such as bacon, to prepare them for later use.
- Prepare dough, following recipe.

#### Education and Training

High School Diploma Jun 2014 ELDORADO HIGH SCHOOL - City , State  
diploma

#### Skills

calculators, cash registers, closing, cooking, credit, funds, Inventory, Issue receipts, mark, money, windows, nice, paint, policies, quality, Maintain records, safety, sales, tables, team work, wise, written