

## CUSTOMER SERVICE REPRESENTATIVE

### Career Focus

Dedicated and skilled cash administrator who excels at prioritizing, and completing multiple tasks simultaneously. Committed to delivering high quality results within a timely manner, with little to no supervision. Energetic, organized, and professional.

### Summary of Skills

- Microsoft Office, Excel, and PowerPoint proficiency
- Quick learner
- Outstanding interpersonal skills
- Issue resolution
- Excellent analytical skills
- Cooperative team member
- Computer proficient
- Extremely organized
- Energetic and organized
- Attention to detail

### Education and Coursework

Associate of Applied Science : Paralegal 2016 Central Piedmont Community College City , State

Member ofÂ National Honor Society on Paralegal Lambda Epsilon Chi

3.56Â GPA

### Experience

#### *Customer Service*

##### *Data Organization*

##### *Policy Development*

##### *Reporting*

##### *Technology Proficient*

##### *Document Organization*

##### *Multitasking*

##### *Inventory Management*

- Managed cash inventory and office budgeting for supplies for Lowe's Home Improvment.
- Demonstrated proficiencies in telephone, e-mail, fax and front-desk reception within high-volume environment.
- Developed and created effective filing system to accelerate paperwork processing.
- Developed a strong knowledge of hardware and software while keeping abreast of new applications that increased efficiency and productivity for management and customers.
- Maintained status reports to provide management with updated information for customer projects.
- Improved office organization by compiling daily budget reports, organizational charts and company data reports using advanced VeriBalance functions.
- Handled customers effectively by identifying needs, quickly gaining trust, approaching complex situations and resolving problems to maximize efficiency.

### Work History

Cash Office Administration 01/2016 to 08/2016 Company Name City , State

Aviation Electrician 08/2010 to 08/2014 Company Name City , State

Cashier 09/2009 to 04/2010 Company Name City , State

Delicatessen 08/2006 to 04/2010 Company Name City , State

### Extra-Curricular Activities

Lambda Epsilon Chi, May/2016 - CurrentÂ

### Experience

Customer Service Representative 05/2015 to Current Company Name City , State

- Worked as a team member performing cashier duties, product assistance and cleaning.
- Expressed appreciation and invited customers to return to the store.
- Up-sold additional menu items, beverages and desserts to increase restaurant profits.
- Took necessary steps to meet customer needs and effectively resolve food or service issues.
- Recorded customer orders and repeated them back in a clear, understandable manner.

Aviation Electrician 08/2010 to 08/2014 Company Name City , State

- Perform scheduled and unscheduled maintenance on 10 F/A-18C aircraft electrical systems and related equipment.
- Promoted to Work Center Training Petty Officer April 2012.
- Maintain training records for over 19 personnel.
- Dedication was key in achieving all available qualifications, leading to the selection of Plane Captain of the Quarter.
- Consistently volunteer to assist in aircraft maintenance regardless of the difficulty.
- Produce quality work with minimal supervision.
- Quickly established as a hard charger with the desire to be a productive member of the work center.
- May 2011 qualified on two pieces of Ground Support Equipment and two personal qualifications increasing work center readiness.
- Capable of success regardless of assignment complexity, gained greater responsibility with confidence and motivation.
- Displays a keen sense of duty in the acceptance of all assigned responsibilities.

- Work well under pressure producing optimal results.
- Approach every assignment thoughtfully and with enthusiasm.

Sales Associate 03/2009 to 04/2010 Company Name City , State

- Assessed customer needs and responded to questions.
- Cleaned and straightened work area.
- Issued receipts for purchases and gifts.
- Organized register supplies.
- Unboxed new merchandise.
- Rotated stock to maintain freshness.
- Operated cash register with proficiency.
- Provided professional and courteous service at all times.
- Worked overtime shifts during busy periods.

Sales Associate 09/2007 to 04/2010 Company Name City , State

- Greeted all customers.
- Delegated tasks to team members to optimize productivity.
- Handled products and equipment in accordance with safety and sanitation guidelines.
- Fulfilled special order requests, including special occasion dinners and party platters.
- Safely used knives, scales, wrappers, compactors, garbage disposals, pallet jack and hand trucks.
- Organized and positioned product cases in produce warehouse and walk-in cooler.
- Served shoppers in a prompt, courteous and friendly manner.

#### Personal Information

Self-motivated, goal-oriented professional with a progressive track record, dedicated to surpassing mission objectives, visions, and goals. United States Navy Aviation Electrician.

#### Skills

- Attention to detail, interpersonal skills
- Excel, Microsoft Office, PowerPoint
- Quick learner