

## COMMUNITY ADVOCATE

### Summary

Dedicated and focused Community Advocate who excels at prioritizing, completing multiple tasks simultaneously and following through to achieve project goals. Seeking a role of increased responsibility and authority.

### Certifications

CPR and First Aid

### Highlights

- Active listening skills
- Time management
- Courteous demeanor
- Detail-oriented
- Energetic work attitude
- Telecommunication skills
- Sharp problem solver
- Adaptive team player
- Strong organizational skills
- Customer service expert
- Flexible schedule

### Experience

Community Advocate Nov 2015 to Current

Company Name 1/4 City , State

Made it my goal to promote the independence of disabled individuals.

- Managed daily office operations and maintenance of community and consumer relations. Offered exceptional customer service to differentiate and promote the company brand. Collaborated with customer service team members to give exceptional service throughout the entire educational and joyful experience. Balanced the needs of multiple customers simultaneously in a fast-paced retail environment. Communicated Fairplex policy violations to the leadership team in a timely manner. Offered direction and gave constructive feedback to motivate team members. Held each team member accountable for achieving brand and performance goals. Built and maintained effective relationships with peers and upper management.

Lead Human Resource Recruiter May 2012 to Jan 2015

Company Name 1/4 City , State

Answered customers' questions and addressed problems and complaints in person and via phone.

- Helped customers select products that best fit their personal needs. Maintained visually appealing and effective displays for the entire office. Offered exceptional customer service to differentiate and promote the company brand. Built customer confidence by actively listening to their concerns and giving appropriate feedback. Offered direction and gave constructive feedback to motivate team members. Held each team member accountable for achieving brand and performance goals. Built and maintained effective relationships with peers and upper management.

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Exhibit Creator Aug 2008 to Oct 2009

Company Name 1/4 City , State

Maintained visually appealing and effective displays for the entire building.

- Offered exceptional customer service to differentiate and promote the company brand. Collaborated with customer service team members to give exceptional service throughout the entire educational and joyful experience. Balanced the needs of multiple customers simultaneously in a fast-paced retail environment. Communicated Fairplex policy violations to the leadership team in a timely manner. Offered direction and gave constructive feedback to motivate team members. Held each team member

### Education and Training

Dietetics CALPOLY Pomona 1/4 City , State , USA Minor in Psychology

Associate of Science , Social and Behavioral Sciences 2012 Citrus College 1/4 City , State , USA Minor in Psychology

High School Diploma , General 2008 Charter Oak High School 1/4 City , State , USA

### Skills

Filing, Professional and friendly, Careful and active listener, Multi-tasking