

KEY HOLDER

Summary

Highly organized efficient in multitasking environments; able to prioritize effectively to accomplish objectives with creativity, enthusiasm and humor. Resourceful and flexible, able to adapt to changing priorities and maintain a positive attitude with strong work ethic.

Highlights

Microsoft Outlook, Word and Excel Skilled trainer MS Office expert Customer-focused Strong interpersonal skills Effective workflow management Accomplished manager Goal-oriented Positive and upbeat

Experience

Key Holder 08/2012 to Current Company Name City , State

- Trained all incoming sales team members.
- Promptly resolved all customer requests, questions and complaints.
- Maintained knowledge of current sales and promotions, policies regarding payment and exchanges and security practices.
- Assumed ownership over team productivity and managed work flow to meet or exceed quality service goals.
- Trained staff on operating procedures and company services.
- Prepared for opening and closing of the store.

Collections Specialist 02/2010 to 04/2011 Company Name City , State

- Effectively managed a high-volume of inbound and outbound customer calls.
- Evaluated and initiated alternatives for resolving account balances.
- Responded to customer inquiries regarding account status.
- Coordinated collection activities for delinquent accounts.
- Resolved customer situations calmly and courteously.
- Accurately documented, researched and resolved customer service issues.
- Met or exceeded service and quality standards every review period.

Sales Associate 07/2008 to 04/2009 City , State

- Greeted customers in a timely fashion while quickly determining their needs.
- Maintained knowledge of current sales and promotions, policies regarding payment and exchanges and security practices.
- Contributed to team success by exceeding team sales goals.
- Operate cash register and receives payment from customer in cash or debit Participated in physical inventory counts.

Education

Certificate: Current Temple Real Estate school : Marketing 2008 Virginia Union University City , State Marketing

Skills

cash register, closing, Strong interpersonal skills, customer service, debit, fashion, inventory, Excel, MS Office, Microsoft Outlook, Word, policies, quality, Real Estate, sales, trainer, workflow