

INDEPENDENT BEAUTY ADVISOR

Career Overview

To gain an entry-level position in the customer service industry with room for growth and advancement that will lead to a lasting relationship.

Core Strengths

- Customer service expert
- Energetic work attitude
- Courteous demeanor
- Sharp problem solver
- Top sales performer
- Telecommunication skills
- Adaptive team player
- Strong organizational skills

Work Experience

Independent Beauty Advisor , 10/2013 i¼ Current Company Name i¼ City , State

- Provide individualized client facials and product profiles
- Fill customer beauty product orders
- Recruit new potential beauty advisors

Commercial Lines Specialist , 01/2013 i¼ 09/2013 Company Name i¼ City , State

- Interviewed prospective clients to learn about their financial needs and to discuss any existing coverage.
- Processed applications, payments, corrections, endorsements and cancellations.
- Followed up with potential clients regarding online information requests.Â
- Finalized and maintained all types of personal lines insurance policies within the agency.
- Promoted agency products to customers in person, on the telephone and in writing.
- Promoted client retention through high-quality service and follow through.Â
- Presented account proposals in a professional and timely manner.Â

Customer Service Representative , 11/2012 i¼ 01/2013 Company Name i¼ City , State

- Interviewed prospective clients to learn about their financial needs and to discuss any existing coverage.
- Processed applications, payments, corrections, endorsements and cancellations.
- Followed up with potential clients regarding online information requests.Â
- Finalized and maintained all types of personal lines insurance policies within the agency.
- Promoted agency products to customers in person, on the telephone and in writing.
- Promoted client retention through high-quality service and follow through.Â
- Presented account proposals in a professional and timely manner.Â

Teller , 02/2012 i¼ 05/2012 Company Name i¼ City , State

- Researched banking guidelines and statutory requirements to stay updated on new laws and applications.
- Processed an average of 100 Â transactions each day in a timely manner.Â
- Helped customers select products that best fit their personal needs.
- Opened and closed the store, which included counting cash drawers and making bank deposits.
- Informed customers about all product lines and banking services offered by the company.
- Processed all transactions accurately and in a timely fashion.

Insurance Agent , 02/2012 i¼ 05/2012 Company Name i¼ City , State

- Interviewed prospective clients to learn about their financial needs and to discuss any existing coverage.
- Processed applications, payments, corrections, endorsements and cancellations.
- Followed up with potential clients regarding online information requests. Finalized and maintained all types of personal lines insurance policies within the agency.
- Promoted agency products to customers in person, on the telephone and in writing.
- Promoted client retention through high-quality service and follow through. Presented account proposals in a professional and timely manner.Â

Customer Service Representative , 07/2011 i¼ 02/2012 Company Name i¼ City , State

- Finalized and maintained all types of personal lines insurance policies within the agency.Â
- Followed up with potential clients regarding online information requests.
- Presented and clearly explained insurance policy options to clients based on their needs and goals.
- Promoted client retention through high-quality service and follow through.

Administrative/Receptionist , 02/2011 i¼ 07/2011 Company Name i¼ City , State

- Front desk reception/administration, incoming calls, coordinating client and partner meeting for trust and various other wealth management services.
- Processing teller transactions, large cash handling, responsible for balancing a cash drawer daily.

- Assistant clients with their account needs and maintenance, processing check orders.

Sales and Customer Service Representative , 12/2010 i¼ 02/2011 Company Name i¼ City , State

- Promoted agency products to customers in person, on the telephone and in writing.
- Prepared necessary paperwork to process insurance sales and renewals.
- Presented and clearly explained insurance policy options to clients based on their needs and goals.
- Finalized and maintained all types of personal lines insurance policies within the agency.

New Account Representative/ Teller , 12/2009 i¼ 12/2010 Company Name i¼ City , State

- Open new accounts for consumer and business customers to fit their budgetary and banking needs.
- Teller activities include cashing checks.
- Process deposits and change orders.
- Balances cash drawer ensuring accuracy.
- Cross sells services and of course, a vast, working knowledge of cashier operation.

Sales and Customer Service Representative , 09/2009 i¼ 12/2009 Company Name i¼ City , State

- Promoted agency products to customers in person, on the telephone and in writing.
- Prepared necessary paperwork to process insurance sales and renewals.
- Presented and clearly explained insurance policy options to clients based on their needs and goals.Â
- Finalized and maintained all types of personal lines insurance policies within the agency.

Substitute Teacher , 09/2009 i¼ 12/2009 Company Name i¼ City , State

- Substitute teacher for all Magnolia ISD campuses and grades.

Lead Teller , 09/2006 i¼ 09/2009 Company Name i¼ City , State

- Provide great service, help customers succeed, and be a Team leader.
- Lead Tellers work in a challenging, fast-paced environment.
- Motivating the tellers and others to work efficiently for the customer's satisfaction.
- Train and cross-train tellers and other lead tellers.
- Assist tellers in their transactions and giving overrides as needed.
- Large cash handling for cash drawer, vault and ensuring that all tellers are in balance every day.
- Processing transactions for customers to help them manage their finances.
- Recommending additional products and services to meet customers' needs.
- Referring customers to your Wells Fargo partners.
- Manage others to meet daily, monthly, and quarterly sales goals as individuals and as a team.

Sub-contractor , 05/2006 i¼ 09/2006 Company Name i¼ City , State

- Warehouse work involving heavy lifting.
- Measuring and mixing chemicals and oils to ensure the highest quality product.
- Operate large mixers and distributing machines for packaging and shipping orders.

Bakery Lead, ICS associate, Apparel Sales Floor Associate , 06/2004 i¼ 05/2006 Company Name i¼ City , State

- Bakery Lead - Supervising others and their work; as well as delegating duties to bakery employees to ensure a clean and productive bakery.
- Placing orders to keep shelves well stocked, as well as frying and glazing donuts and cake decorating to fulfill customer orders.
- Completed monthly audits and sanitary standards.
- Completed monthly inventory reports.
- Ensured a well-stocked backroom, built displays, unloaded trucks.
- Assisted customers with all of their needs.
- Zoned apparel areas.

Educational Background

Lone Star College Montgomery i¼ City , State , USA Associate of Arts Business Administration Coursework in Business Administration and Organizational Development , degree not completed

Skills

10-Key, Account Management, Active Learning, Calendaring, Client Relations, Computer Proficiency, Creative Problem Solving, Critical Thinking, Customer Needs Assessment, Customer Service, Data Collection, Data Entry, Documentation, Email, Filing, Grammar, Scheduling, Service Orientation, Speaking, Spreadsheets, Telephone Skills, Type 35 WPM, Typing, Writing, Letters and Memos, Lotus Notes, Microsoft Excel, Microsoft Office Suite, Microsoft Outlook, Microsoft PowerPoint, Microsoft Word, Multi-Task Management, Organizational Skills.

Awards

- Who's Who Among American High School Students 2000Â

- 11th & 12th Among American High School Students 2009-11

- Outstanding student award: Dean's List Lonestar College Montgomery Campus Fall 2011

Certifications

Casualty and Property P&C Insurance License received 2011