

## CITY CARRIER ASSISTANT

### Professional Summary

A results-oriented, service-driven psychology professional who is an analytic problem solver capable of insightful decision making. A skilled troubleshooter able to synthesize disparate pieces of data, draw meaningful conclusions, and execute a concise implementation plan. An astute project manager who can also function as an efficient team leader but who can also operate as a team player demonstrating common sense, working effectively in highly pressurized workplace settings filled with shifting priorities and tight time-frames. An influential consensus builder possessing finely honed interpersonal ability with a proven record of exhibiting personal integrity at all organizational levels.

### Skill Highlights

Microsoft Office Suite (Word, PowerPoint, Outlook and Excel), SPSS (Research Data), Public Relations, Crisis Management, Relationship Building, Project Management, Customer Service, Quality Consciousness, and Attention to Details.

### Professional Experience

September 2014 to Current

Company Name City , State City Carrier Assistant

- Established long-term customer relationships through prompt and courteous service.
- Operated motor vehicles in a safe and efficient manner.
- Met and surpassed productivity targets and quality standards.
- Obtained signatures needed to complete and process all paperwork in a timely manner.
- Handled merchandise in accordance with product handling standards.
- Loaded and unloaded merchandise at stores and vendor locations..

January 2014 to Current

Company Name City , State Event Ambassador

- Developed professional and sustainable relationships with adult and youth clients.
- Promoted events before, during and after its scheduled timeframe.
- Attended client events and assisted with setup, cleanup and presentations.
- Remained engaged with clients and event attendees to assist with any questions or concerns.
- Applied counseling, crisis management and/or protective services when needed.

October 2013 to December 2013

Company Name City , State Stock Clerk

- Selected products for specific routes according to pick sheets.
- Unloaded, picked, staged and loaded products for shipping.
- Transported goods from racks, shelves and vehicles.
- Worked at a rapid pace to meet tight deadlines.

May 2012 to August 2012

Company Name City , State Sales Assistant/ Cashier

- Enforced company policy and demonstrated integrity in facilitating cash and credit transactions ensuring a smooth daily operation.
- Generated sales revenue by engaging customers on the sales floor and by demonstrating knowledge of store discounts, promotional programs positively contributing to the company's profitability and good will.
- Replenished floor stock and processed shipments to ensure product availability for customers.

May 2009 to August 2011

Company Name City , State Stock Clerk

- Displayed advertising signs and visuals of merchandise to attract customers and promote sales.
- Stocked shelves with merchandise and inventoried items to be reordered or replenished.
- Answered customers' questions about merchandise and advised them on merchandise selections.
- Safely operated manual and electric pallet jacks.
- Praised by management for being a fast and efficient worker, requiring little supervision.
- Broke down heavy pallet loads of cases, boxes and bags.

May 2008 to August 2008

Company Name City , State Cashier/Host

- Greeted and seated guests in a timely manner, and provided assistance to servers.
- Accurately operated cash registers for POS transactions with cash and credit.
- Maintained awareness of all promotions and advertisements; practiced suggestive selling.
- Accurately recorded orders and partnered with team members to serve food and beverages that exceeded guests' expectations.
- Cleaned and maintained the beverage area, display cases, equipment, and order transaction area.

Education and Training  
May of 2014  
Morgan State University  
City , State , USA Psychology  
Bachelor of Science

Psychology

2008  
Hillside High School  
City , State  
Diploma  
High School Diploma  
Interests

Morgan State Varsity Football Defensive End (DE) Fall 2012 ^ Agape Family Worship Center Member & Volunteer Spring 2000 to Present

Skills  
Active Directory, advertisements, advertising, cash registers, Hardware, counseling, credit, crisis management, client, clients, Customer Service, Information Systems, merchandising, Excel, Microsoft Office Suite, Outlook, PowerPoint, Word, Networking, POS, presentations, Project Management, Psychology, Public Relations, Quality, Relationship Building, Research, retail, selling, sales, servers, SPSS, Statistics  
Affiliations and Achievements

- Mae P. Claytor Conference Research Conference 2014
- Morgan State Varsity Football Defensive End (DE) Fall 2012 ^ Spring 2013
- Agape Family Worship Center Member & Volunteer Spring 2000 to Present