

RESUME #212

2455 LaSalle Avenue, Niagara Falls, New York 14301 • Mobile: 716-370-4937 • Email: smsconiers@yahoo.com

OBJECTIVE

Highly motivated, well-organized, dedicated, and results-driven professional to secure a position with your company as an *Office Manager, other key role in Customer Service, Marketing, Sales, or as applicable* utilizing my extensive skills, training, and experience

SUMMARY OF QUALIFICATIONS

- Over 20 years' experience in a key managerial role as the Office Manager for a popular hair salon, overseeing all business operations (marketing, advertising, purchasing, and bookkeeping), coordinating and scheduling appointments with the owner in a courteous and professional manner, forging strong, long-lasting client relationships, with loyal referrals
- Entrusted with keys to open and/or close business facilities
- Over 20 years' experience in sales and providing uncompromising highest standards of customer service in the telecommunications, call center, restaurant, and hair salon industries, assisting customers with their product/service requirements and selections, offering intelligent solutions customized to individual needs, and resolving issues to their complete satisfaction
- Strong communications, detail-oriented, analytical, and problem-solving skills
- Multi-tasks efficiently, learns systems quickly, and completes projects on time or ahead of critical deadlines
- Operates most office equipment including multi-line phone systems, copiers, printers, and more
- Performs regular inventory control, determining surpluses or deficiencies, and placing orders to replenish stock with the approval of upper management as needed
- Multi-tasks efficiently, learns new systems quickly, and completes assignments/projects on-time or ahead of critical deadlines
- Experienced using computers, Windows, MS Office, Internet research, and email; types 35+ WPM, accurately
- Works well independently or collaboratively in a team environment

PROFESSIONAL EXPERIENCE

11/99 – Pres. *Office Manager*

Ron's Barber Shop, Niagara Falls, NY

- Oversees all business operations for the popular hair salon, providing hair-cutting and styling services for men, women and children, as well as coloring, perms, hair straightening, highlights, and more
- Responsible for all phases of the business including marketing, sales, bookkeeping, performing inventory and placing restocking orders, receiving shipments of supplies, etc.
- Coordinates and schedules all clients, mindful of their preferences, and rescheduling as necessary due to unforeseen circumstances, etc.
- Significantly instrumental in developing the salons loyal customer base, growing the business with strong word-of-mouth advertising, some print marketing, and numerous referrals

01/05 – 11/05 *Customer Service Representative*

TeleTech Holdings, LLC, Niagara Falls, NY

- Answered inbound calls from customers of Verizon to service existing wireless communications accounts and resolve a wide range of issues
- Informed customers of plan options, usage of minutes/data, and made changes for customers as requested
- Entered data into computer database to add to or modify customer records

EDUCATION, TRAINING, AND ACHIEVEMENTS

Human Services (course studies), 2012 - 2013

Erie Community College, Buffalo, NY

Business Administration (course studies), 2002 - 2003

Niagara County Community College, Sanborn, NY

GED, 1995

Lockport High School, Lockport, NY