

# Resume 496

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## OBJECTIVE:

Highly motivated, knowledgeable, and results-driven professional to secure a position with your company in *Customer Service, Administrative Assistant, or as applicable*, utilizing my skills, training, and experience.

## SUMMARY OF QUALIFICATIONS:

- Over 10 years' experience in sales and providing uncompromising highest standards of customer service in call centers and office settings, assisting customers with their product and service requirements and selections, offering intelligent solutions customized to individual needs, and resolving issues to their complete satisfaction
- Establishes rapport quickly with a diverse customer population, developing strong, long-lasting business relationships fostering repeat business transactions
- Empathetic, motivated and passionate about helping others, can adapt to meet needs of clients
- Over 6 years' experience operating a variety of production machines, consistently meeting and/or surpassing all daily quotas and objectives, while maintaining safety at all times
- Excellent time management skills, note taking and documentation abilities along with completing projects ahead of schedule
- Strong communications, written and oral, analytical, and problem-solving skills
- Dependable, flexible, detail-oriented, conscientious professional, adapting to any educational setting
- Multi-tasks effectively, learns new systems quickly, and completes all projects on time or ahead of critical deadlines
- Leverages technology to enhance productivity, Windows, MS Office, Internet research, and email
- Works well independently or collaboratively in a team environment

## PROFESSIONAL EXPERIENCE:

03/2012 – 03/2020      *Customer Service Representative*  
Starline USA, Grand Island, NY

- Answered inbound phone calls regarding promotional items (over 700 products), including imprint sizes, item size, shipping information and art files.
- Made outbound calls to customers regarding customer purchase orders and graphic art files.
- Proof read purchase orders and accurately enter information into the computer systems.
- Managed claims through customer claims department.
- Compared disputed merchandise with original requisitions and information from invoices and prepared invoices for returned goods.
- Recommend improvements in products, packaging, shipping, service, or billing methods and procedures to prevent future problems.
- Determined charges for services requested, collect deposits or payments, or arrange for billing.
- Completed contract forms, prepare change of address records, or issue service discontinuance orders.
- Kept records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Performed administrative support tasks, such as proofreading, transcribing handwritten information, or operating computers to work with pay records, invoices, balance sheets, or other documents.
- Maintained and updated filing, inventory, mailing, and database systems.

2018                      *Front Desk Clerk*  
Motel 6, Niagara Falls, NY

- Greeted, registered, and assigned rooms to guests of hotel.
- Confirmed phone and online reservations.
- Responded to guest needs, requests and complaints.
- Collected payment from departing guests.
- Communicated pertinent guest information to designated departments.

2015                      *Bartender*  
VFW, Niagara Falls, NY

- Served mixed drinks, wine, and bottled or draft beer.
- Attended to customer's needs and maintained relationships.
- Sold tickets and processed lottery transactions.

2005 – 2011

***Production / Office Positions***

Remedy Intelligent Staffing / SPS Staffing, Niagara Falls, NY

- Greeted persons entering establishment, determined nature and purpose of visit, and directed or escorted them to specific destinations.
- Scheduled appointments and maintained and updated appointment calendars.
- Collected, sorted, distributed, or prepared mail, messages, or courier deliveries.
- Operated machinery used in the production process, or assist machine operators.
- Placed products in equipment or on work surfaces for further processing, inspecting, or wrapping.
- Transferred finished products, raw materials, tools, or equipment between storage and work areas of plants and warehouses, by hand or using hand trucks or powered lift trucks.
- Measured amounts of products, lengths of extruded articles, or weights of filled containers to ensure conformance to specifications.
- Recorded information, such as the number of products tested, meter readings, or dates and times of product production.

**EDUCATION and ACHIEVEMENTS:**

***Administration Assistant / Accounting Certificate***

Cheryl Fell's School of Business, Niagara Falls, NY

***Accounting / General Studies***

Niagara County Community College, Sanborn, NY