

Sally Sample

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PROFILE

Results-driven Customer Service Professional with self-confidence, integrity, and commitment to customer service excellence. Creative, pragmatic and proactive problem-solver; Organized and attentive to detail, with demonstrated time management skills. Strong research, mediation, and negotiation skills gained from work place experience. Knowledgeable in Microsoft Office Suite, including Word, Excel, PowerPoint, and Publisher. Bilingual, English and Spanish.

EDUCATION

Associate in Arts, Liberal Arts

Union County College, Cranford, NJ

GPA: 3.7

Expected: May 2022

WORK EXPERIENCE

Customer Service Representative

December 2014 - Present

ABC Company, Union, NJ

- Assist customers with product selection and payment. Became a key resource for screening new hires.
- Provide translation assistance for Spanish-speaking customers, leading to an increase of business of over \$2K per month.
- Work effectively with vendors for supply and shipping.
- Achieved Customer Service Award June 2015 for outstanding customer service satisfaction scores.

Retail Sales Associate

April 2012 – November 2014

Company X, Clark, NJ

- Provided quality customer service.
- Ordered merchandise and kept track of inventory.
- Created displays and managed overall appearance of the store.
- Helped on the front line (Cashier), completed transactions in cash, credit, and check.
- Unloaded merchandise off truck.
- Assisted in training new hires.

PROJECT EXPERIENCE

Created a cost-effective marketing plan for a local small business coffee shop. Utilized print and electronic resources to promote the business through flyers, business cards, email, and social media campaigns through Facebook and Instagram. Planned events and collaborations within the community to raise awareness about the business. Resulted in an increase in sales of 30%.

VOLUNTEER EXPERIENCE

Sam's Soup Kitchen

2012-2015

Volunteered feeding those in need, accepted and stored food donations, and handed out other essentials, such as socks and toothbrushes.