

Customer Service Assistant

ROBERT SMITH

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Objective

Dedicated and focused Administrative Assistant who excels at prioritizing, completing multiple tasks simultaneously and following through to achieve project goals. Seeking a role of increased responsibility and authority.

Skills

Bilingual in Hmong and English.

Work Experience

Customer Service Assistant

LOWES HOME IMPROVEMENT - September 2015 - 2019

- Provide excellent customer service and support in the paint department.
- Worked as a team member performing cashier duties, product assistance and cleaning.
- Prevented store losses using awareness, attention to detail and integrity.
- Computed accurate sales prices for purchase transactions.
- Prepared and sold broad range of customized merchandise to individuals and commercial accounts.
- Expressed appreciation and invited customers to return to the store.
- Assisted customers with store and product complaints.

Customer Service Assistant

ABC Corporation - 2014 - 2015

- My duties included multiple interactions with Werner Corporate and Dollar Corporate employees.
- An essential function was generating daily reports which were followed by weekly reports; as well as, processing drivers paperwork.
- Carried part of the responsibility in processing daily runs (store deliveries); collecting, reviewing and entering shipment information in the computer (i.e., reference numbers, location information, schedules, and carrier information.), using Microsoft Word, Excel, and the Internet.
- Generated shipment status and other reports for internal and external customers.
- Scheduled vendor appointments.
- By referral of my manager, I was chosen to do extensive research on a shipment left at another location, for the Distribution Center Manager.
- Also, performed basic office duties..

Education

computing - (PIEDMONT VIRGINIA COMMUNITY COLLEGE - Charlottesville, VA)