

# AUDREY BEMBENEK

1 (317) 798-8307

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## Summary

eCommerce Personal Shopper with two years of experience helping to facilitate successful customer transactions. Passionate about building strong customer relationships through the creation of department reliability and the promotion of increased efficiency.

## Areas of Experience

eCommerce • Consultation & Conflict Resolution • Staff Training • Online & Credit Card Transactions

## Skills

### Certifications

Microsoft PowerPoint 2019 Certified

Microsoft Outlook 2016 Certified

eCommerce Personal Shopper

### Problem Solving

Implemented solutions to various problems relating to software application failure, credit card machine failure, weather related challenges, lost or damaged orders, and miscellaneous unexpected interruptions in the supply chain.

### Organization

Developed procedures and room layout resulting in the shortest customer wait time in the local region.

Streamlined the execution of the online order process (receiving, sorting, staging, delivering, reviewing order, locating, preparing, and packaging merchandise) to improve quality of service and accuracy.

### Technical Skills

Responsible for the advancement and use of intermediate level technical features in the software applications.

Was granted managerial privileges to solve order discrepancies that required advance knowledge of the software. Proficient in the use of mobile credit card machine, printer, and computer (TC70).

### Customer Service Achievements

Happy to Help Award

Anonymous Customer Service Recognition Letter

Department Positive Survey Leader (prior to college leave)

## Education

### College

GPA – 4.0

Introduction to Psychology – Grade 101%

Fundamentals of Public Speaking – Grade 99.9%

English Composition – Grade 100%

### High School

GPA – 4.0

ACT – 27

## References

Ton-Jhanique Riley – 1 (630) 886-9964

Danielle D. Morris – 1 (317) 400-6431