

# CALLIE BONE

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## PROFESSIONAL SUMMARY

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As customer service professional, adept in fostering positive customer experiences and driving sales growth. Known for excellent interpersonal skills and adaptability in dynamic environments. Team-oriented with strong focus on achieving collective goals and ensuring customer satisfaction.

Experienced with enhancing customer interactions to boost loyalty and sales. Utilizes effective communication and problem-solving strategies to address customer needs. Track record of maintaining high levels of customer satisfaction and achieving sales targets consistently.

Outside sales specialist with strength in negotiations, e-commerce and customer service. Excellent interpersonal and time management skills.

Results-oriented sales worker engages with customers to help establish rapport. Proven track record of building customer relationships and successfully closing sales.

Committed to delivering exceptional customer service and exceeding sales goals.

## PROFESSIONAL SKILLS

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- Communication,
- Conflict resolution
- Organization
- Time management
- Collaboration
- Technological: Microsoft Excel, HTML, CSS, JavaScript, Github, Wordpress, Wix, Adobe, Google Workplace, Zoom, Google Meet, Microsoft Word, Microsoft Powerpoint, Microsoft Word, CodePen, Figma, Twine
- Cleanliness and hygiene
- Maintaining displays
- Positive attitude
- Customer service
- Punctuality
- Verbal and written communication
- Merchandising techniques
- Stock rotation
- Critical thinking
- Product presentation
- Willingness to learn
- Strong work ethic
- Honesty and integrity
- Safety procedures compliance
- Safe food handling
- Excellent customer service
- Active listening
- Customer relations

# PROFESSIONAL WORK EXPERIENCE

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- 06/2024 to Current **Customer Service Representative**  
**Costco Wholesale** – Little Rock, AR
- Assisted in daily inventory management of fresh produce, ensuring product availability and quality.
  - Monitored freshness and rotation of stock, minimizing waste through effective shelf management techniques.
  - Trained new staff on proper handling and storage procedures for perishable items, enhancing team efficiency.
  - Collaborated with suppliers to coordinate timely deliveries, improving operational consistency and product freshness.
  - Implemented cleaning protocols for display areas, maintaining high standards of hygiene and visual appeal.
  - Supported customer inquiries regarding product selection and availability, enhancing overall shopping experience.
  - Conducted regular quality checks on produce, ensuring compliance with safety standards and company policies.
  - Developed strategies for seasonal promotions, increasing customer engagement with fresh produce offerings.
  - Assisted shoppers in selecting quality fruits and vegetables, resulting in repeat business and increased sales.
  - Work 37 hours
- 08/2022 to 09/2024 **Front End Team Lead**  
**Target Corporations** – Little Rock, AR
- 45 hours
  - Led front-end development team in implementing responsive design standards.
  - Streamlined code review processes to enhance quality and efficiency.
  - Mentored junior developers, fostering skill development and collaboration.
  - Coordinated cross-functional projects to align web solutions with business objectives.
  - Developed and maintained user interface components using React and Angular frameworks.
  - Collaborated with UX designers to ensure user-centric web applications meet accessibility standards.
- 12/2020 to 08/2022 **FOH Team Member**  
**Chick-fil-A** – Washington, DC
- Provide your description of duties, and identify your major roles, responsibilities and accomplishments.
  - 48 hours
  - Assisted in project coordination, ensuring timelines and deliverables met organizational standards.
  - Conducted research and analysis to support strategic initiatives and decision-making processes.

- Educated customers on product features, promoting informed purchasing decisions.
- Resolved customer inquiries and issues, enhancing overall satisfaction and loyalty.
- Managed sales transactions efficiently, ensuring accuracy in processing payments.
- Trained new staff on operational procedures and customer engagement techniques.
- Implemented feedback mechanisms to capture customer insights for service enhancement.
- Collaborated with team members to develop strategies for improving service delivery.
- Developed strong relationships with clients, fostering repeat business opportunities.
- Boosted sales revenue by identifying customer needs and recommending appropriate products or services.

## EDUCATION

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Expected in 05/2027 **Bachelor of Arts: Web Development**

**University of Arkansas, Little Rock - Little Rock, AR**

- Dean's List 2024-2025
- Chancellors List 2023-2024
- Chancellor's Leadership Corps Scholarship Recipient
- Rotary Club of Little Rock , Charles Hathaway Scholarship Scholarship Recipient
- Schueck, McCarty, Lexicon, INC. Dean's Endowed Fund Scholarship Recipient
- Costco Wholesale Scholarship Recipient
- Honor Society Member
- 3.8 GPA
- Professional Development: Service-Learning Project (SLP)
- Joseph and Mary Kaufman Scholarship Recipient
- Minor in Information Technology

05/2023

**High School Diploma**

**Little Rock West HighSchool of Innovation - Little Rock**

- A+ Honor Roll 2019-2023
- Arkansas Scholar Scholarship Recipient
- 4.0 GPA
- Ranked in Top 5% of class
- Honor Society Member
- DECA Member
- HOSA Member
- Elected Vice President of DECA Organization Club
- Completed AP course in Biology

## CERTIFICATIONS/ACHIEVEMENTS

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- ServSafe

## VOLUNTEER WORK

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- Coordinated volunteer activities, ensuring smooth operations and effective communication among team members.
- Implemented feedback mechanisms to assess volunteer satisfaction, driving improvements in program delivery.
- Managed logistics for fundraising initiatives, optimizing resources and enhancing event visibility.
- Communicated with staff members to stay informed about volunteer opportunities and events.
- Used strong interpersonal communication skills to convey information to others.
- Supported engaging, fun, and smooth-running events by helping with organization and planning.
- Promoted environmental awareness with educational workshops and hands-on activities.
- Represented organization positively and professionally while providing community with much-needed services.

## VOLUNTEER EXPERIENCE / COMMUNITY SERVICE

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American Red Cross, Little Rock, AR, 2023, Service-Life Project, AR, 2023: Honed my skills using Microsoft Sheets and Google Excel to make Robotic Kits