

ANDREA M. RIVERA

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- HIGHLIGHTS:**
- ♦ Well-organized and efficient.
 - ♦ Self-starting, goal-oriented strategist whose confidence, perseverance and vision promote success.
 - ♦ Skilled at encouraging others and developing rapport.
 - ♦ Speak Spanish fluently.
 - ♦ Quickly learn procedures and methods.
 - ♦ Self-motivated and assertive.

EXPERIENCE:

Supportive Services

- ♦ Collected and distributed paperwork, such as records and timecards, from one department to another.
- ♦ Delivered items to other business establishments.
- ♦ Marked, tabulated and filed articles and records.
- ♦ Delivered oral and written messages.
- ♦ Successfully handled disgruntled customers
- ♦ Provided customers with catalogs and information concerning prices, shipping time and costs.
- ♦ Aided customers in locating merchandise.
- ♦ Answered questions from and provided information to customers about merchandise for sale.
- ♦ Arranged stock on shelves and racks in sales area.
- ♦ Kept merchandise in order.
- ♦ Set up advertising displays and arranged merchandise on counters and tables to promote sales.
- ♦ Answered customers' questions concerning location, price and use of merchandise.
- ♦ Wrapped and bagged merchandise for customers.
- ♦ Totaled price and tax on merchandise purchased by customers, using cash register, and calculator.
- ♦ Stamped, marked, and tagged price on merchandise.
- ♦ Stocked shelves, counters, and tables with merchandise.
- ♦ Answered customer's telephone, mail and in-person inquiries and directed customers to appropriate sales area.

EMPLOYMENT:

Adecco

Customer Service

Tucson, Arizona

11/2005 to Present

Self-Employed

Homemaker

Salt Lake City, Utah 85120

12/2000 to 10/2005

EDUCATION:

Pima Community College

General Studies

Tucson, Arizona

2008