

# Lauren Johnson

Moreno Valley, CA

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Seeking a position in customer service where I can continue to gain knowledge and experience to expand my skillset in a thriving company that provides flexibility and growth

Authorized to work in the US for any employer

## WORK EXPERIENCE

### **Member Service Specialist**

Auto Club of Southern California - Costa Mesa, CA - April 2014 to Present

Responsibilities

Counseling members regarding their memberships

Customer account research and resolution

Processing Credit card and electronic check transactions

Handling customer inquiries, concerns and complaints

### **Lead Sales Associate**

Leslies Swimming Pool Supplies - Torrance, CA - May 2013 to Present

Key holder

cash handler

responsible for bank drop offs and opening and closing the store.

Filing, checking emails, and stocking products.

### **Credit and Collections Representative**

Rent-A-Center - Hawaiian Gardens, CA - December 2013 to March 2014

Responsibilities

Managing customer accounts regarding service, billing and collection transactions by the use of a personal computer.

Data Entry, Customer account research and resolution

Input/adjustment transactions in association with billing and collection via personal computer

Processing Credit card and cash transactions

### **Assistant**

Duffy Family Childcare - Moreno Valley, CA - December 2010 to June 2012

Assist the Director by providing Administrative Assistance to include record keeping,

Preparing memo's to clients

Answering incoming calls

Record keeping of client information via MS Excel spreadsheet

Provide customer service to parents i.e. Update on upcoming events, child status/reports and reminders.

## EDUCATION

Fullerton College

2012

Vista Del Lago High School - Moreno Valley, CA

June 2011

## SKILLS

Proficient in Microsoft Office 2007 and 2010 applications: MS Word, Excel and Outlook

## ADDITIONAL INFORMATION

### Summary of Skills

Proficient in Microsoft Office 2007 and 2010 applications: MS Word, Excel and Outlook

Customer Service experience with the public and via telephone. Typing 40wpm