**Byron A. Banfield**

*Telecommunications/ Retail / Customer Service/ Janitorial / Industrial Sewing / Barber*

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**Summary of Qualifications**

* 7 + years’ experience in Sales, Customer Service, and in the Service industry.
* Worked as a Sales Representative, skilled Barber, Custodian, and Industrial Machine Operator.
* Maintains proficiency in basic computer skills and types an average of 36 WPM.
* Exceptional customer service ability with empathy for consumer needs.
* Displays the ability to solve problems by considering feelings, facts, and circumstances.
* Reputation for working as a team player through compromise and the creation of synergy.
* Remains calm and collected in fast-paced environments and works well under pressure.
* Strong ability to community verbally with customers and co-workers at all levels.

**Skills Profile**

*Telecommunications*

* Consistently met and exceeded daily, weekly, and monthly quotas of all sizes and requirements.
* Listened to customer requests, referring to alphabetical or geographical directories to answer questions and provide telephone information.
* Suggested and checked alternate spellings, locations, or listing formats to customers lacking details or complete information.
* Offered special assistance to persons such as those who are unable to dial or refer to the correct department.
* Identified specific travel packages based on customer preferences and requirements.

*Retail/Sales*

* Greeted customers and ascertain what each customer wants or needs
* Described merchandise and explained use, operation, and care of merchandise to consumers
* Recommended, selected, and assisted to obtain merchandise based on customer needs and desires.

*Janitorial*

* Serviced and supplied large building offices, hallways, common areas and bathrooms.
* Cleaned building floors by sweeping, mopping, scrubbing, or vacuuming.
* Maintained sanitation of all surfaces including walls, windows, and doors.
* Gathered and emptied litter to required receptacles.

**Relevant Work History**

* *Sales Representative* Macy’s Furniture Miami, FL
* *Hospitality Rep* Expedia.com Miami, FL
* *Barber* Adrian’s Barbershop & Big Face Wichita, KS
* *Sales Representative* Readers Miami, FL

**Additional Work History**

* *Custodian* State of Kansas Ellsworth KS
* *Textiles* K. C. Industries Lansing, KS
* *Industrial Kitchen* Aramark, Inc. Lansing, KS

**Education**

* Business Management (12 credits) *Hutchinson Community College*
* Barber*Oldtown Barber College*, Wichita, KS