**Malina C. Xiong**

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**PROFESSIONAL EXPERIENCE**

**MASSAGE RETREAT & SPA -** Shoreview, MN March 2015-Present

Service desk/Key holder

Working as a Service desk/Key holder, I am responsible for filing, phone calls, emails, and

small spa maintenance such as bathroom cleanliness and walkthroughs. Everyday I provide

customer service to our clients when checking in and out, with any other appointments or

account questions. In my spare time I make phone calls that vary from confirming appointments

to collecting missed payments. I also check the customer service emails in order for our

management team to address any issues with accounts or cancellations. I also do some light

scheduling, data entry, paperwork, cash handling, and assure that client information is kept

confidential.

**JUSTICE -** Woodbury, MN *October 2015-March 2016*

Lead Sales Associate/Operations manager

As a Lead sales associate/operations manager, I oversaw my associates during store hours to

ensure that we were on task with our e-mails and instructions. I was also responsible for

marketing changes, filing, phone calls, e-mails, remerchandising, new goods, and more.

**THE ICING (BY CLAIRE’S)** - Maplewood, MN *July 2015-Oct 2015*

Third Key Holder

As a key holder, my job was to maintain a clean and organized store as well as provide customer service. I kept shelves full and presentable with merchandise as well as greeted and conversed with customers about sales and deals as they entered. I assisted my co-workers by executing daily tasks, store rearrangements, paperwork, and filing. I checked in shipments at the register and then sorted through the items before putting them out onto the floor. I handled all phone calls and also go through daily opening and or closing checklists and e-mails in order to make sure the store is setup correctly for current or upcoming sales. I also processed refunds/exchanges, damaged items, deposits, e-mails, and change.

**TARGET MOBILE (MARKETSOURCE)** - Shoreview, MN *March 2015-August 2015*

Sales Associate

As a Target mobile sales associate, I was responsible for assisting guests with purchases. I started up and set up phones after purchase and any additional paperwork. I presented all options of accessories and protection such as phone cases, insurance plans, and charging cords. I was responsible for providing customer service, performing cashier duties, shipments/inventory, paperwork, and asset protection. I was to follow policies and procedures in order prevent fraud and to keep guest information safe and away from possible identity theft. I also kept our merchandise in order by keeping track of shipments and counts. In my spare time I would help my target team members with floor tasks such as restocking and assisting other guests.