

RYAN CAREY

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PROFESSIONAL SUMMARY

Reliable representative offering strong multitasking, problem-solving, and communication skills. Detail-oriented and well-versed in assisting with financial operations, managing records and coordinating paperwork. Good multitasker and problem-solver adept at remaining calm and professional in busy, high-pressure environments.

SKILLS

- Data Entry
- Report Preparation
- Account Management
- 10 Key proficient
- Quickbooks Experience
- Complaint Resolution
- Professional Telephone Demeanor
- MS Office Proficiency
- Money Handling abilities
- Sage Experience

EDUCATION

Associate of Science: Accounting, 5/18
River Valley Community College - Claremont, NH

WORK EXPERIENCE

Customer Service Representative,
Demoulas Super Markets, Inc. - Swanzey, NH 2012 - 2020

- Fielded diverse customer questions about issues such as available merchandise, current prices and upcoming company changes.
- Prepared bank deposits and corporate cash shipments.
- Balanced store with over \$1,000,000 in weekly sales.
- Compiled storewide payroll and prepared company weekly sales goals.
- Interacted with vendors, contractors and professional services personnel to receive orders, direct activities and communicate instructions.
- Liaised with customers, management and sales team to better understand customer needs and recommend appropriate solutions..
- Maintained customer happiness with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Identified and recommended changes to existing processes to improve accuracy, efficiency and responsiveness of customer service department.
- Performed general office duties, including answering multi-line phones, routing telephone calls or messages to appropriate staff and greeting visitors.
- Coached new employees on administrative procedures, company policies and performance standards.
- Reviewed and resolved differences between accounting information and cash drawer.
- Collected customer feedback and made process changes to increase customer satisfaction.