SAVIENNE **MITCHELL**

Email: Saviennes.mitchell@yahoo.com

Professional Summary

I have about 9 1/2 years of customer service experience. I am 23 years old now and have been working various positions in customer service since I was 14 years old. I am hard working, have my own reliable form of transportation, dependable, and I work very well with others. I am eager to learn, I have a open schedule, and I am a very fast learner. I am also a creative professional with extensive project managing experience from concept to development. Talents include networking with people from various backgrounds, setting and achieving quotas, and client relationship expertise. I'm a very versatile sales clerk focused on being productive and providing first rate service to all customers, while being enthusiastic about resolving issues and maximizing company revenue with loyal, happy customers. I consider myself a very motivated sales clerk bringing 2 years of retail experience to the team. Im very knowledgeable in regards to money handling, merchandising as well. Another talent of mine is balancing customer needs and company demands. This effectively builds loyalty and long-term relationships with customers while achieving all individual sales goals.

Licenses

Maryland Drivers License

Front desk training Concierge duties

Fluent in French/English/Sign Language Event planning experience

Travel agency background Hospitality expertise

Experience in operations management Excellent communication skills

Client-focused. Computer proficient" Operations management Results-oriented

Skill Highlights

Reliable and punctual Expeirience with cash handling Reliable team worker

Neat, clean and professional appearance Comfortable standing for long time periods Excellent multi-tasker

Engaging personality Goal achiever

Seasoned in conflict resolution Sharp problem solver Employee scheduling

Top sales performer

Front Desk Agent/ Night Auditor Comfort In

**Professional Experience**

**03/2016 to Current**

**Clinton, MD**

Improved customer service ratings through handling guest complaints. Issued room keys and escort instructions to bellhops. Kept records of room availability and guests' accounts, manually or using computers. Performed bookkeeping activities, such as balancing accounts and conducting nightly audits. Recorded guest comments or complaints, referring customers to managers as necessary. Managed a 90-room full service boutique hotel.

Assisted guests with any special requests during their visits. Contacted housekeeping or maintenance staff when guests reported problems. Increased hotel revenue, profits and market share through sales.

Front Desk Agent/ Night Auditor Comfort In

**04/2014 to 11/2016**

**Clinton, MD**

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complaints, referring customers to managers as necessary. Managed a 90-room full service boutique hotel. Assisted guests with any special requests during their visits. Contacted housekeeping or maintenance staff when guests reported problems. Increased hotel revenue, profits and market share through sales.

Cashier/Customer Service Represative Dominoes

**06/2012 to 08/2014**

**District Heights, MD**

Performed general maintenance duties, including mopping floors, washing dishes, wiping counter tops and emptying grease traps. Frequently washed and sanitized hands, food areas and food preparation tools. Up-sold additional menu items, beverages and desserts to increase restaurant profits. Took necessary steps to meet customer needs and effectively resolve food or service issues. Recorded customer orders and repeated them back in a clear, understandable manner. Promptly reported complaints to a member of the management team. Correctly received orders, processed payments and responded appropriately to guest concerns. Maintained a neat, well groomed appearance including impeccable personal hygiene, hair restraint and minimal jewelry that met company standards.

Cashier/Team Member Ritas

**06/2010 to 07/2011**

**Lanham Seabrook, MD**

Trained and mentored new cashiers. Maintained work area in clean and neat manner. Monitored exits for security issues. Accepted merchandise returns. Managed cashier shifts and breaks. Built and maintained productive relationships with employees. Documented performance issues. Prepared special orders for shipment.

Key Holder/ Top Seller Sprint Store

**12/2016 to Current New Carrollton, MD**

Assisted upper management with reporting sales data, and assessing employee performance. Increased revenue through product promotion and knowledgeable sales strategy.

Monitored incoming custome traffic to ensure appropriate staffing.

Answered customers' questions and addressed problems and complaints in person and via phone. Collaborated with customer service team members to give exceptional service throughout the entire shopping and purchasing experience.

Balanced the needs of multiple customers simultaneously in a fast-paced retail environment

Resolved customer problems by investigating issues, answering questions and building rapport.

Exceeded personal sales goals for 2 quarters in a row.

Education and Training

Associate of Applied Science**:** Information technology

Prince Georges Community College

Associate of Applied Science**:** Nursing

**2017**

Largo, MD

2017

Prince Georges Community College

High School Diploma

Grace Brethern Christian School

Largo, MD, United States

2013

Clinton, MD, United States