

Hannah Baker  
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#### CUSTOMER SERVICE ASSOCIATE/CASHIER

##### Summary

Highly motivated professional seeking a Receptionist position. Possesses excellent communication skills, a strong intuitive analytical thinking. Goaloriented, Customer-focused with a team player attitude and drive to succeed.

##### Highlights

Flexibility | Adaptability | Organizing and planning skills

Attention to detail | Stress tolerant

Ability to handle several situations at once with confidence.

Knowledge of MS office and the operation of standard office equipment.

High school diploma.

Answered, screened and directed inbound phone calls

Performed general secretarial duties, including " meeting scheduling, appointment set up, faxing and mailing

Took verbal and written messages and transmitted them to exact person/destination

Accepted letters and packages delivered to the front desk and distributed to appropriate staff

Interacted well with the public

Handled delicate situations, such as " customer requests, special needs and complaints

Coordinated maintenance of the front desk reception area equipment, furniture, lighting, applications and brochures

Maintained a neat, tidy and pleasant appearance of the reception area

##### Accomplishments

Provided the highest quality natural health care services to all of the patients in a caring and supportive environment

Good with patients of all ages

Ability to follow directions closely

Great compassion towards patients

Comfortable in interacting with all types of patients

Skilled in explaining to patients how to adapt to a healthier lifestyle as instructed by the physician

Experienced in assisting physician for treating patients

Adept in scheduling patient appointments and preparing treatment rooms

Skilled in filing out medical history forms

Ability to work well alone as well as a Team player in a Fast paced office setting

##### Experience

Customer Service Associate/Cashier

October 2008

to

April 2009

Company Name

il

City

,

State

Greeted and assisted customers in a friendly courteous manner

Processed customers' transactions accurately and efficiently along with bagging customer purchases

Maintained the proper funds in register and called for change or cash pick-ups as needed

Followed Company policies and procedures in handling void transactions, even exchanges, over and short situations, etc.

Opened and closed the register and counted out register drawer

Recorded appropriate information on the balance sheet to prevent cash loss

Utilized and adhered to the merchandise presentation standards in regards to the 5 Basics:

replenishment, signing, sizing, clearance and clean

store Followed Company policies and procedures for all POS processes Maintained a neat, clean and organized customer service and

register area Maintained consistent communication and follow through Recovered and

replenished POS end caps in accordance with

merchandizing directives and standards Ensured prompt removal of merchandise returns and holds

Made sure that all merchandise was folded, hung, tagged and priced appropriately before returning to the sales floor Processed damages

and the appropriate paperwork correctly

Tagged vendor return items. Called for department to pick up returns Solicited Kohl's

Charge applications and e-mail addresses from

customers in accordance with Company standards Responded appropriately to POS backup calls and Service Desk calls

Assisted with POS and Customer Service as needed Properly held merchandise for

customers when needed, including returning

merchandise not picked up to the sales floor

Processed rain checks within Company standards Accomplishments Very rewarding

Helping customers and loved working in Retail

Skills Used Analytical thinking, planning

Strong verbal and personal communication skills

Accuracy and Attention to details

Organization and prioritization skills

Problem analysis, use of judgment and ability to solve problems efficiently

Self motivated, initiative, high level of energy

Verbal communication skills

Chiropractor Assistant

October 2007

to

September 2013

Company Name

il<sub>4</sub>  
City  
,  
State  
Receptionist, Receptionist, Greet and register arriving patients, Confirm insurance status, Record medical histories and any other relevant medical information, Abided by HIPAA laws regarding sharing of personal medical information, Room patients, Assist Chiropractors with certain procedures, Responsible for administering some physical therapy techniques, Educate patients, Patient scheduling, Checking out departing patients, Call and confirm appointments, Managing patients files, Managerial tasks, Bookkeeping, billing, employee payroll, bank deposits, Maintain and kept track of office supplies, Checking in and out chiropractic equipment and supplies, Keep waiting rooms and examination rooms clean, Microsoft Office proficiency and Excel spreadsheets  
January 2005  
to  
Current  
Company Name  
il<sub>4</sub>  
City

,  
State  
Commercial and Private party house cleaning. Maintain lists of vacant apartment's that require housekeeping attention before the arrival of their next occupants. Responsible for cleaning commercial buildings, offices, restrooms and common areas. Restocking all toiletries, vacuum room carpets, and sweep, scrub, wax and polish floors using brooms, mops and powered scrubbing and waxing machines. Preparing surfaces with primer, apply layers of paint and hang wallpaper. Tidy up after finishing a job  
Accomplishments.  
Education  
High School Diploma  
:  
General  
,  
1987  
Marshfield High School  
il<sub>4</sub>  
City

,  
State  
Personal Information  
I work well as a team-player, I am very out going and I am able to work well under stress.  
Skills  
Receptionist, 10-Key, Account Management, Active Learning, Calendaring, Client Relations, Computer Proficiency, Coordination, Creative Problem Solving, Customer Needs Assessment, Customer Service, Data Collection, Data Entry, Documentation, Email, Executive Management Support, Filing, Internet Research, Scheduling, Spreadsheets, Telephone Skills, Time Management, Vendor Management, Letters and Memos, Microsoft Excel, Microsoft Office Suite, Microsoft Outlook, Microsoft Word, MultiTask Management, Organizational Skills and Prioritization.