

Edvin Saletovic

CONTACT

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SUMMARY

- CUSTOMER CARE SPECIALIST
- Dedicated Customer Care Specialist with 7 years of experience, motivated to maintain customer satisfaction and contribute to company success. Proven ability to establish rapport with clients and exceed sales quotas. Reliable and driven, with strong time management and prioritization abilities. - Core Competencies:
- Service-oriented
- Energetic work attitude
- Conflict resolution expert
- Positive Teamwork and Collaboration
- Sharp problem solver
- Courteous demeanor

WORK EXPERIENCE

T-mobile

Nov 2018 — Current

Sales Representative

- Obtaining or receiving merchandise, totaling bills, accepting payments and making change for customers in a retail T-Mobile Store.
- Perform all required opening and closing duties.
- Meet and exceed monthly revenue and profit targets.
- Research and memorize T-Mobile's products and services lineup.
- Utilize excellent training to become a Mobile Expert
- Gain professional experience to help you build your resume and support your education.
- Support your team, keep the store looking its best, and make sure your knowledge of T-Mobile technology is up to date.
- Consistently act in the best interest of the company
- Developed and implemented sales strategies to increase revenue.

Compass Group

May 2016 — Sep 2018

Event associate

- Dynamic and accomplished catering and event-planning professional with extensive experience in social and corporate markets.
- Client-centric approach; exceptionally well-organized and practiced in conducting business at the highest level of professionalism.
- Selected Contributions: Directly led to increased business sales by building strong client relationships with key corporate accounts.
- Excellent communication and hospitality skills, recognized by clients on a daily basis.

Jazz Alley

Sep 2016 — Mar 2017

Server Assistant

- Addressed guest concerns and resolved all issues to guests' satisfaction.
- Offered enthusiastic and personable service to all customers.

- Verified cash drawer against the day's receipts.
- Answered telephones and complete financial transactions for other team members.
- Addressed diner complaints with kitchen staff and served replacement menu items promptly.
- Assisted in cashiering and Point of Sale (POS) system procedures during busy hours.
- Demonstrated genuine hospitality while greeting and establishing rapport with guests.

HARRISA MEDITERRANEAN CUISINE

Oct 2014 — Dec 2016

Server/Bartender

- Highly organized and personable server with experience providing exceptional customer service.
- Acted as a bar manager and introduced a mix of new cocktails with increased the bar revenue by over 30 %.
- Helped hire and trained new employees.
- Selected Contributions: Increased bar revenue by over 20% through advertising with limited resources.
- Improved customer base by engaging in friendly chat with customers which ensured a base of recurring persons.

Carnival Cruise Lines

May 2011 — Sep 2013

Server

- Promoted items on beverage lists and restaurant specials.
- Guided guests through menus while demonstrating a thorough knowledge of the food, beverages, and ingredients.
- Addressed diner complaints with kitchen staff and served replacement menu items promptly.
- Delivered quality service by providing a warm and welcoming environment.
- Prepared for large parties and reservations, anticipating planning and staffing needs.
- Professionally and efficiently resolved issues and enhanced customer satisfaction ratings.

QUALIFICATIONS

- well-organized
- Customer relations
- Product knowledge
- Sales
- Problem-solving strength
- Revenue generation
- Teamwork and collaboration

REFERENCES

References available upon request.