

Stella Kasyan

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OBJECTIVE

Seeking a position where my skill set and experience can be utilized for enhanced customer service and increased profitability.

EXPERIENCE

General Manager & Dispatcher, A&S Transport, Aloha, Or. Jun. 2010 - July 2011

First point of contact for all customers, freight brokers and truck drivers via telephone and e-mail. Maintaining a close relationship brokers, as well as reporting all freight moves and documenting driver hours.

Translator & Receptionist, Rose City Defense Consortium, Portland, Or. Nov. 2009 - Jun. 2010

Facilitating communication between attorneys and clients via mail, telephone and e-mail. Creating all court appointed client files, requesting discovery from District Attorney's office, compiling information for attorneys, as well as sending out warrant notices, upcoming court dates and other relevant information to clients.

Front Desk Lead, Gold's Gym, Portland, Or. Aug 2007 - Nov. 2009

Overseeing the hiring and training of six members of the front desk staff. Creating schedules, documenting department hours, as well as encouraging sales by creating competitions for staff and promotions for members.

Sales Associate, Nordstrom, Portland, Or. Jan. 2004 - Aug. 2007

Competitive commission-based selling in a customer centered environment. Opening and closing department, department merchandising, contacting customers for events by telephone and mail, as well as working with Loss Prevention when necessary.

EDUCATION

Portland State University, Portland, Oregon Philosophy, 2011*

SKILLS

My experience in customer service has been across the board. I have hands-on sales experience, including commission sales, inventory management and merchandising. I am experienced in training staff, creating schedules and developing successful sales promotions. Additionally, I excel at maintaining relationships with companies and individual customers to promote future growth. I have experience working with diverse populations and pride myself

with the ability to stay positive and calm in stressful situations. I am able to work on multiple projects while staying focused. I also speak fluent Russian.

References available upon request