

Frank Kaufman

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Summary of Qualifications

- 10+ years providing high-level customer service
- Analytical thinking and problem solving
- Customer focused, detail-oriented, excellent follow up in person and on phone
- Works well independently as well as part of a team
- Accurate verbal and written communication skills

Skills

- Computer: MS Windows, Word, Excel, Internet, CRT, Type 50 wpm,, Ten key by touch, Phone Systems and general office equipment
- Customer Service, problem solving

Experience

Customer Care Assistant - Xerox, Tigard OR 12/11 5/12

- Answered phone calls and answered customers inquiries regarding Satellite internet plans
- Upgraded service plans and modems for customers and routed calls to tech support and billing as needed
- Responded to telephone inquiries and complaints using standard scripts and procedures, communicated appropriate options for resolution in a timely manner

Customer Service Rep - Fuji Film, Portland OR 9/11 to 12/11

- Fulfilled orders for mouse pads, T-shirts, and sweatshirts for Shutterfly for holiday rush.
- Made, packaged, and sent out orders across the West coast and Southwest US.
- Met deadlines to get priority orders out on time.

Sales Clerk/Spa Host - Dosha Spa and Salon, Portland OR 7/11 to 9/11

- Performed all duties required for opening, operating and closing of spa.
- Performed spa housekeeping duties to ensure spa is clean and well maintained.
- Used effective time management and remained self motivated to ensure all duties are met.
- Informed service technicians of daily schedules and any adjustments.
- Resolved guest challenges, utilizing support from supervisors, managers, or MOD.
- Responsible for balancing and checking register drawer.
- Support in retail goals and conducting events/promos.
- Assisted technicians and in spa inventory as directed by management team.
- Maintained a neat, professional retail and serenity room at all times.
- Handled all aspects spa service and retail sales from initial guest contact until guest checkout.

Sales Clerk - Fat Cobra Video Portland, OR 04/11 to 07/11

- Rented videos and sold selected merchandise, and sold video memberships.
- Balanced register to dollar, ran credit card machine and made safe drops.
- Gave excellent customer service and answered any questions customers had about all products the store carried.

Licensed Massage Therapist - New Moon Spa & Salon - Eureka Springs, AR 06/07 to 03/11

- Treated clients in office, and traveled to clients' locations.
- Educated clients regarding techniques for postural improvement, stretching, and post-massage instructions.
- Assessed clients' soft tissue condition, joint quality and function, muscle strength, and range of motion.

Customer Service Representative - Sun Fest Markets - Eureka Springs AR 09/06 to 06/07

- Operated cash register to itemize and total customers' purchases in stores.
- Resolved customers' service complaints, exchanged merchandise, refunded money, or adjusted billing.
- Processed cash, check, and charge payments.

Front Desk Clerk - Basin Park Hotel - Eureka Springs AR 10/05 to 04/06

- Answered inquiries pertaining to hotel registration shopping, dining, entertainment, and travel.
- Advised housekeeping staff when rooms had been vacated and were ready for cleaning.
- Reviewed accounts and charges with guests during the check out process.

Home Health Care Assistant - Self Employed, Sanford NC 06/03 to 08/05

- Accompanied clients to doctors' offices, trips outside the home, provided assistance and companionship.
- Maintained records of patient care, condition, progress, and problems in order to report and discuss observations with a supervisor and family doctor.
- Administered oral medications under direction of physicians, home care nurses, and aides

Mail Handler - United States Postal Service - Greensboro, NC 04/97 to 06/03

- Sorted, processed, and routed mail of all classes throughout various departments.
- Assisted with distribution of all packages into trucks according to destination.
- Facilitated weekly service talks on OSHA safety guidelines to classes of fifty people.

Education

Associates in Liberal Arts - Suffolk Community College, Selden, NY

Vocational Certification/Degree in Massage Therapy - Blue Cliff College, Fayetteville, AR