



## Objective

To meld my top-notch customer service skills and practical competencies into a new and exciting opportunity

## Transferable Skills and Qualities

- Superior customer service skills
- Reliability and promptness
- Superb listening and communication skills
- Powerful multi-tasking abilities
- Quick learner
- Flexible and able to change direction quickly
- Computer and technology confidence and know-how
- Intuitive and proactive
- Limitless patience
- Strong interpersonal skills
- Excellent problem solving abilities
- Good natured and cordial

## Highlighted Work History

Cashier, Cake and the Beanstalk Café

March 2011 – October 2012

- Prepared and sold sandwiches and coffee drinks
- Upheld and exceeded company standards of customer service and food safety in a fast-paced environment
- Handled cash, credit and gift card transactions
- Stocked, cleaned and maintained a safe and sanitary environment at all times
- Answered and directed calls regarding custom pastry orders and stock orders for store
- Created community-engaging events like open mic night and art shows

Data Entry Clerk/Managing Editor, TLA Entertainment Group, Inc.

December 2008 – January 2009

- Entered DVD and book information for thousands of titles on TLA's online retail website
- Quickly learned in-house computer software to maintain TLA's product, customer and financial databases
- Maintained other data within Microsoft Office Suite
- Answered customer inquiries and complaints
- Set up new accounts with DVD distribution companies
- Completed general office tasks: faxing, copying, composing emails, etc.

Lab Monitor/Computer Technician, Academic Computing at The University of the Arts August 2004 – April 2008

- Answered and directed University-wide help desk calls
- Worked to identify and service University-wide hardware and software problems (Mac and PC)
- Assisted with unsatisfied students and parents who had purchased a laptop through the Anytime Anywhere Creativity program
- Cleaned and maintained computer labs
- Tutored University community on software and hardware use

## Education

The University of the Arts, Philadelphia PA

August 2004 – May 2008

Bachelor of Science in Communication with a concentration in Documentary Video Production and Digital Journalism

References available upon request