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| |  | | --- | | **CHANTEL DOWNS** | | **2121 S.E. Belmont St. #328 Portland, OR 97214 • 720-208-6047 • chanteldowns@yahoo.com** | | | |
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| My objective is to obtain a fulfilling career path in a company that will utilize my skills and knowledge of the Customer Service industry while I finish my degree in Environmental Science. | | |
| Overview | **More than ten years working for and managing retail establishments and high-end restaurants. Areas of expertise include:** | |
| * Personnel and Department Management * Marketing and Marketing Events | * Problem Solving * Computer/POS/MS Office Suite |
| Employment | *Target Corporation, Antioch, CA 07/1999 – 05/2004 &* 07/2010 – 09/2011 GSTL (GUEST SERVICE TEAM LEADER)  * Responsible for leading a team of 50+ employees, maintaining a successful flow and superior service of 5 departments simultaneously. * Interviewed potential candidates and gave recommendations for hire. * Provided written bi-weekly individual status report evaluations in order to improve Team Member performance and growth. * Delivered yearly reviews and merits to employees. * Led Team to 2nd place in district wide credit sales contest. * Created fun and innovative ways to motivate Team performance such as games, unique reward systems and recognition. * Achieved “Perfect 11” score from District Manager.   *Dave & Busters Honolulu, HI and Denver, CO* 04/2007 to 02/2010  **SERVER, BARTENDER AND TRAINER**   * Delivered excellent service with accuracy and attention to detail. * Received “Rising Star” Award 2007. * Promoted to peer trainer within 6 months.   *Papyrus Corporation, Denver, CO* 05/2004 to 04/2007 ASSISTANT MANAGER/CUSTOM PRINTING MANAGER  * Responsible for all aspects of store operations when Store Manager not present. * Selected to be one of 6 managers company-wide to represent Papyrus at Crane’s Special Event. * Payroll, scheduling and HR responsibilities. * Developed new market strategies and participated in marketing events. * Responsible for vendor interaction, follow-up and trouble shooting. * Designed and implemented merchandising displays. | |
| Education | Columbine High School, Littleton, CO  Metropolitan State College of Denver, Denver, CO | |
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| VOLUNTEER EXPERIENCE | * OMSI Body Worlds Exhibit *( Portland, OR, Ongoing till March 2012)* * “Clean Up Antioch” (Target 2010) * “Dr. Seuss Reading Program” (Target 2010) * Surf Competition Dave and Busters Booth (Honolulu, HI 2009) * Habitat for Humanity (Aurora, CO 2008) | |
|  | Inspirational Quote.: “ Only those who dare to fail greatly can ever achieve greatly” RFK  References and Supporting Documentation Furnished Upon Request | |