**Elizabeth A.** **Farver**

6625 Kansas Street

Vancouver, WA 98661

e\_farver04@yahoo.com  
(503) 998-0739

**Career Profile:**

Adept in all facets of retail store management including customer relations, employee training and supervision, scheduling, merchandising, and inventory control

* Strong organizational skills, working efficiently under pressure without supervision
* Identifies problems and needs, implementing effective solutions in a timely manner
* Excellent communication skills, interacting positively with a wide range of people
* Proficient with Microsoft Office, data entry, and general office management skills

**Experience:**

**SECURUS CONTACT SERVICES – Portland, Or 07/2013-07/2013**

***Call Center Representative. (Temp job, special project)***

Responsible for taking high volume of calls from hurricane sandy victims that were being awarded a grant from the government. Helped clients re-schedule their appointments to sign promissory notes. We answered questions pertaining to the grant, and how victims could apply for the grant as well. Navigating through three different systems on the computer, we took high volumes calls each day until the contract work was finished.

**SAFEWAY STARBUCKS – Vancouver, WA 08/2010-08/2012**

***Assistant Manager***

Responsible for new product promotion and inventory management to maximize sales

Managed six employees, modeling outstanding customer service to create a loyal customer base

Generated weekly reports and delivered professional correspondence via email and telephone

**CITY CENTER PARKING – Portland, OR 06/2009-08/2010**

***Parking Attendant***

Responsible for processing tickets, validations, and cash handling without supervision

Demonstrated exceptional customer service and problem solving skills for customer satisfaction

Maintained a professional workplace environment to exemplify company standards

**Education:**

**AMERICAN MILITARY UNIVERSITY – Charles Town, WV**

***Associate's Degree, Para Legal Studies, 08/2012***

Pursuing B.A. in Legal Studies

**References:**

**Available upon Request**