Felica Sparks

4541 Sherman st Denver co 80216

(c)7208405244 & 7204472447(h)

Education

Marshalltown High School Marshalltown Iowa United States

* *Completed coursework towards HS Diploma*
* Experience

King Soopers Aurora, CO United States-*Service Desk Clerk August 2011 - February 2013*

* Confer with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
* Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
* Check to ensure that appropriate changes were made to resolve customers' problems.
* Determine charges for services requested, collect deposits or payments, or arrange for billing.
* Refer unresolved customer grievances to designated departments for further investigation.
* Resolve customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills.
* Compare disputed merchandise with original requisitions and information from invoices and prepare invoices for returned goods.

7-eleven Lakewood, CO United States-*Cashier (Sales Associate) January 2011 - April 2011*

* Greet customers and ascertain what each customer wants or needs.
* Compute sales prices, total purchases and receive and process cash or credit payment.
* Answer questions regarding the store and its merchandise.
* Maintain knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices.
* Place special orders or call other stores to find desired items.
* Inventory stock and requisition new stock.
* Clean shelves, counters, and tables.
* Open and close cash registers, performing tasks such as counting money, separating charge slips, coupons, and vouchers, balancing cash drawers, and making deposits.

Target Lakewood, CO United States-*Cashier/Service desk August 2010 - December 2010*

* Receive payment by cash, check, credit cards, vouchers, or automatic debits.
* Issue receipts, refunds, credits, or change due to customers.
* Establish or identify prices of goods, services or admission, and tabulate bills using calculators, cash registers, or optical price scanners.
* Process merchandise returns and exchanges.
* Maintain clean and orderly checkout areas and complete other general cleaning duties, such as mopping floors and emptying trash cans.
* Assist with duties in other areas of the store, such as monitoring fitting rooms or bagging and carrying out customers' items.
* Cash checks for customers.
* Pay company bills by cash, vouchers, or checks.

Dairy QueenFederal HeightsCoUnited States-*Cashier/Food Specialist May 2009 - August 2010*

* Maintain sanitation, health, and safety standards in work areas.
* Clean food preparation areas, cooking surfaces, and utensils.
* Cook and package batches of food, such as hamburgers and fried chicken, which are prepared to order or kept warm until sold.
* Clean, stock, and restock workstations and display cases.
* Wash, cut, and prepare foods designated for cooking.
* Order and take delivery of supplies.

\*Phone sales \*Bill Pay

\*Returns \*Answer Phones

\*Money orders \*Customer service

\*Lottery \*Western Union \*Ticket west

\*Lottery \*Money Orders \*Ordering \* Grill

\*Truck Loads \*Sales

\*Customer Service