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|  | Objectives  To use my office and customer service skills to increase productivity and profits for my employer.  Education  Chemeketa Community College (March 2010 – Jun 2011)  Salem, Oregon   * Intro to Microcomputer Apps, Excel, PowerPoint, and Publisher   Experience  **Family Building Blocks** (January 2008 – January 2009)  Salem, Oregon  Receptionist  Answer multi-line (6 lines) phone; answer questions, take messages, and transfer calls. Answer general questions about the program and give resources to walk-in customers; mail program information and resources to telephone customers. Completed projects using Word and Excel including retyping handouts for volunteers and employees. Maintain Excel spread sheet for USDA and Wish List. Transmit information to customers using computers, mail, or fax machines. Perform general office duties: data entry, copying, alphabetical filing, and faxing. Maintained employee tax and employment files; ensured all information was up-to-date in each file. Use agency specific software to update client files and enter data into computer. Process outgoing mail including mass mailings of up to 200 pieces. Inventory and order supplies as needed.  Perfumania (June 2006 – February 2007)  Woodburn, Oregon  **Third Key Assistant**  In charge of opening and closing the store: counted money and prepared tills for the start and end of each shift; prepared and made bank deposits. Consistently met daily and monthly sales goals. Received cash, credit card and check payments and issued receipts. Balanced cash drawer accurately at end of each shift. Provided excellent customer service and resolved customer complaints to their satisfaction.  **Westaff** (February 2006 – May 2006)  Mesa, Arizona  **Media Rep. (Temp)**  Approved rebates for customers via email or fax. Input customers info to receive or approve rebate. Replied to 25 – 30 emails daily about status of rebate or if more info is needed for the processing.  **Wal-Mart** (September 2005 – February 2006)  Mesa, Arizona  **Cashier**  Received cash, credit card and check payments and issued receipts. Balanced cash drawer accurately at end of each shift. Provided excellent customer service and resolved customer complaints to their satisfaction.  **Totes Isotoners** (October 2004 – September 2005) & (May 2006 – September 2006)  Woodburn, Oregon  **Third Key Assistant**  In charge of opening and closing the store: counted money and prepared tills for the start and end of each shift; prepared and made bank deposits. Consistently met daily and monthly sales goals. Received cash, credit card and check payments and issued receipts. Balanced cash drawer accurately at end of each shift. Provided excellent customer service and resolved customer complaints to their satisfaction.  **Dollar Tree** (September 2001 – April 2004)  Salem/Albany, Oregon  **Assistant Manager**  Hired and trained new employees and performed disciplinary actions as needed. Supervised up to 6 employees; prepared weekly schedules, and assigned daily tasks. In charge of opening and closing the store: counted money and prepared tills for the start and end of each shift; prepared and made bank deposits. Consistently met daily and monthly sales goals. Received cash, credit card and check payments and issued receipts. Balanced cash drawer accurately at end of each shift. Provided excellent customer service and resolved customer complaints to their satisfaction. Inventory and order supplies as needed.  Skills   * 10 years customer service experience; 3+ years with office/customer service combined * Proficient with computers including Word, Excel, and Outlook * Demonstrated ability to handle several tasks at once * Successful in dealing with difficult customers * Self-motivated, calm and punctual; follow directions accurately * Effectively work with people from diverse backgrounds   References  Available upon request. |

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