## Objective

Obtain a position that will allow me to use my organizational skills, aptitude for written and verbal communication, and customer service experience.

## Profile

Motivated, personable and responsible recent college graduate with eight years retail and customer service experience. Accustomed to interacting with people from diverse backgrounds in a professional, diplomatic and tactful manner. Quick to learn, especially with new technology, versatile and adaptable to new tasks and responsibilities.

Poised and competent in the face of new challenges and difficult problem solving. Experienced with a fast-paced challenging work environment and balancing multiple tasks. Self-directed and comfortable working independently as well as acting co-operatively in a team. Able to maintain a sense of humor and positive attitude under pressure. Honed analytical and written communication skills.

## Education

Portland State University – Portland, OR

* Bachelor of Arts degree in Applied Linguistics, *magna cum laude*, class of 2011

Metropolitan Learning Center – Portland, OR

* High school diploma, valedictorian, class of 2005

## Skills

|  |  |  |
| --- | --- | --- |
| * Microsoft Windows * Mac OS X * Microsoft Office Suite * Adobe Photoshop | * Win-Prism point of sale   and inventory software   * Document editing * Basic Spanish and American Sign Language | * 90 wpm typing speed * Strong 10-key by touch * Data entry & retrieval * Multi-line telephone systems * Cash handling |

## Work Experience

***Customer Service Representative*, Portland State University Bookstore** – Portland, OR

2005 to Present

* Welcome customers to the store, assist customers, resolve customer inquiries and issues, in person and on the phone. Quickly and accurately perform sales, returns, customer account transactions, process special orders, and buy used books.
* Train and supervise a team of temporary employees (10-20 individuals) during high volume sales periods. Trained 100+ temporary cashiers over seven years.
* Assist staff with data entry, editing paperwork, filing, and other clerical tasks
* Provide frequent support to other divisions of store (textbook information, computer & software sales, web sales, shipping & receiving, stocking & inventory).

***Cashier*, House and Home Fabrics** – Portland, OR

2004

* Cashiered, assisted customers with fabric purchases, maintained website and stocked products.

***Assistant Stage Manager*, Haven Project Internship –** Portland, OR**2003 to 2004**

* Assisted stage manager with organization of theater production. Supervised and led interns on stage crew. Managed and coordinated sets, props and costumes.

## Volunteer Experience

***Tutor*, PSU Intensive English Language Program** – Portland, OR

2010 to 2011

* One on one tutoring with students learning English as a second language. Designed lesson plans for tutoring sessions, assisted students with assignments and tracked student progress.

## References

**Kim Raynal**

*Cashier Supervisor*

Portland State University Bookstore

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