

Alexandria Winters

Rahway, NJ

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EXPERIENCE

Garden State Tile- Customer Service Representative

Dayton, NJ

June 2021-Current

- Proficient with Navigator ERP system
- Processed and scheduled orders for tile and additional materials needed for commercial and residential projects
- Maintained communication and relations with customers concerning orders, order issues, payment, material delays, delivery delays, customer requests, and discontinued material
- Maintained communication with all branches of organization in order to keep all notified with up-to date information regarding orders and customer pick-ups
- Compiled information for commercial and residential quotes when needed

Reliance Vitamin- Purchasing Assistant

Edison NJ

April 2020-May 2021(Contracted)

- Proficient with Mysis and Deacom ERP systems
- Placed orders for raw materials needed for manufacturing for private label and customer products
- Consistently updated organization of necessary information regarding the status of materials
- Maintained communication and relations with vendors in order to expedite urgent orders and keep organization notified with up-to date information
- Creating weekly reports detailing materials needed to order, current status with vendors, and out of stock materials with Excel
- Complied information for necessary projects when needed

RugsUSA- Customer Service Representative

Cranbury, NJ

September 2019 - April 2020 (Contracted)

- Inbound and outbound call center with high call volume
- Answered calls and kept constant communication with vendors, warehouse, and appropriate personnel to successfully assist customers
- Informed customers about current and future promotions and coupons in order to drive web traffic
- Fulfilled customer orders and suggested appropriate products based on customer needs
- Assisted other representatives with finding best fit solutions for customers and coordinating the necessary materials and appointments in order to close out orders

- Proficient with Salesforce and Zendesk CRM systems

Payless ShoeSource – Assistant Store Manager

East Brunswick, NJ

February 2018 - June 2019

- Cooperatively managed 20 store associates
- Accurately monitored and corrected employee payroll
- Performed daily, weekly & monthly reports to track store costs, sales, CRM, and budgeting
- Provided training for new employees on store procedures
- Monitored, recorded, and fulfilled customer orders
- End of Month meeting with the district manager to review store financials and marketing strategy for the following quarter
- Traveled to other stores weekly to cover other store managers during peak seasons and transition of foreclosure

Bath & Body Works – Store Supervisor

Edison, NJ

December 2016 - February 2018

- Promoted from Top Seller to Key Holder
- Supervised 7 store associates
- Monitored sales and store communications with Outlook
- Responsible for store inventory and inbound shipments
- Accountable for store financials and daily monetary intake
- Developed new floor plans quarterly to boost store sales

Forever 21 – Lead Service

March 2015 - December 2016

- Promoted from Store Associate to Head Cashier
- Supervised 8 store associates
- Performed key holder functions, responsible for opening & closing
- Trained new cashiers, sales and stockroom associates
- Cataloged customer inquiries for corporate headquarters to review

SKILLS

- Microsoft Excel, Word, Powerpoint & Outlook,
- Satisfying Customer Service Demands
- Administrative Financial Reporting & Bookkeeping
- Technologically Knowledgeable

EDUCATION

Columbia University

- New York, New York
- Starting July 2022
- Boot Camp Program
- Major in Full Stack Development

Middlesex County College

- Edison, NJ
- Jan 2017 - Current
- Associate's Program
- Major in Engineering
- GPA 3.27
- SAT Score 1780

Rahway High School

- National Honors Society
- Lead Soprano
- Musical Theatre
- French Club
- Debate Team
- Park Clean Up
- Social Action Club

LANGUAGES

- Fluent in English & Haitian Creole
- Intermediate in French