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| Alexandria Winters  **Rahway, NJ**  **Phone: (908) 358-7154**  **Email:alexandria.winters81@gmail.com** |  |
| EXPERIENCEGarden State Tile- Customer Service RepresentativeDayton, NJJune 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 AssistantEdison NJApril 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 RepresentativeCranbury, NJSeptember 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 ManagerEast Brunswick, NJFebruary 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 SupervisorEdison, NJDecember 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 ServiceMarch 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 |  |

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| 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 |