Heather Rauschmeier | Willingboro, NJ 08046 | 904-661-8628

Objective:

To be challenged in a professional environment that offers growth opportunities while applying communication and technical skills to enhance company's productivity.

Education and Training:

Burlington Township High School, Burlington, NJ September 2003-June 2007

Burlington County College, Mount Laurel, NJ September 2007-May 2008

Key Skills:

Interpersonal Communication

Sales strategies

Communication skills

Fluent in Microsoft Office

Organizational Awareness

Learning Agility

Technology savvy

Work experience:

Customer Service Associate | Boscovs | Moorestown, NJ May 2008-December 2010

Accurately balancing cash drawer after every shift.

Resolving customer complaints.

Received multiple reviews acknowledging my level of dedication to excellent customer service.

Maintaining presentation of stock room and production floor.

Exceeding daily credit card application goals which increased company revenue

Maintaining up-to-date knowledge of store policies regarding payments, returns, and exchanges.

Helping drive sales goals and achieve monthly quota figures.

Coordinating store fashion events under strict deadlines.

Office assistant | Innovations in Print | Lakewood, NJ   January 2010-May 2013

Handle incoming calls, email, and outbound calls

Input data into computer system for new orders or existing orders

File and sort paperwork

Handle incoming and outgoing faxes

Call Center Representative | Metro Marketing | Howell, NJ September 2014 - February 2016

Make outbound calls to potential clients in order to sell the companys warranty coverage.

Perform data entry services for the company in regards to punching in customer information, call logs and successful sales.

Independent Contractor | Oasis Marketing Solutions | Jacksonville, FL  October 2016 - March 2017

Perform outbound calls completing surveys

Appointment setting