

Elisea Forde

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EDUCATION

John Jay College , Manhattan, New York	Expected January 2016
B.A. English	
Kingsborough Community College , Brooklyn, New York	August 2014
A.S. Criminal Justice	

WORK EXPERIENCE

Aflac , Manhattan, New York	September 2014-October 2014
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Intern

- Assisted in filing papers and maintaining logs
- Typed correspondence as directed
- Managed incoming calls for information purposes
- Managed email and mail distribution

T.J. Maxx , Brooklyn, New York	October 2012- January 2013
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Stock Processor/Sales Associate/Cashier

- Assisted customers with product selection and queries
- Investigated and resolved customer complaints
- Operated cash register as and when necessary
- Handled inventory and stocks

Digg Inn , Manhattan, New York	September 2011-February 2012
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Front Desk

- Interacted with customers in a busy, crowded restaurant
- Operated computer/cash register and enthusiastically accepted payments from customers
- Assisting kitchen staff with food preparation
- Performed all aspects of food preparation, delivery, and clean-up

Summer Youth Employment Program (SYEP) , Brooklyn, New York	July 2011-August 2011
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Junior Counselor

- Organized counseling services for students
- Counseled students on career choices.
- Maintained good relationship with teachers and administrators.
- Conferred with students, parents and teachers to assist in meeting the needs of students.

Babies R' Us	September 2009-June 2011
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Sales Associate

- Engaged customers in order to provide to them what they need in terms of product and quality services
- Promoted brands when instructed
- Processed transactions in a time efficient manner
- Communicated current product features and benefits to customers

SKILLS

- Willingness and desire to provide outstanding customer service
- Skilled in Microsoft Office (Word, Outlook, Excel, and Power Point)
- Strong leadership, interpersonal, planning and communication skills
- Detail-oriented with strong problem-solving skills