

MELISSA YANNONE

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Blue Bell, PA 19422

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PROFILE

Five years of proven dependability, dedication, excellent interpersonal skills and commitment to customer service.

Employment History Experience

Malvern Outpatient Drug and Alcohol Center - Malvern, PA

8/2014 – 1/2015

Addictions Counselor Intern

Observed clinicians using various techniques and group activities to help clients understand and develop clean coping mechanisms.

Accomplishments:

- Performed intake evaluations
- Facilitated individual/group therapy sessions
- Created treatment plans

Red Global - Willow Grove, PA

4/2013 – 9/2014

Sales Associate

Managed door to door sales for Verizon Fios while performing high quality customer service.

Accomplishments:

- Sales experience
- Consistent in customer follow-up
- Cross-selling
- Up-selling

Wawa Food Market - Fort Washington, PA

5/2010 – 11/2011

Cashier / Deli Associate / Sales Floor Associate

Courteously and quickly greeted customers for time efficiency and customer satisfaction and was also responsible for merchandising, stocking, and checking codes

Accomplishments:

- Repeatedly named "Employee of the Month"
- Commended for above and beyond customer service and flexibility
- Cross promotional

Kohl's Department Store - Blue Bell, PA

5/2007 – 5/2013

Sales Associate / Cashier / Customer Service

Courteously greeted customers and efficiently merchandised products and drove sales. Supervised and trained new and existing employees.

Accomplishments:

- Named "Employee of the Month" in recognition of excellent job performance and customer service
- Commended by management for flexibility in changing work hours when asked and filling in during scheduled off-days for absent employees
- Displayed a positive helpful attitude on a daily basis that was consistently praised by customers and employees alike
- Drove sales and solicited credit accounts for the company

EDUCATION

The Pennsylvania State University, Abington PA
B.A. Psychological & Social Sciences

Anticipated Graduation summer 2015