Amanda Pelletier

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Holyoke, Ma 01040 (413) 557-8931

# Highlights of Qualification

Responsible and self-motivated individual with solid organizational skills, customer service experience and Microsoft Office Suite training; - English

# EXPERIENCE

### Forever21 Holyoke, MA 2003 – 2010

## Co-Manager

* Looking over sales associates and training new staff
* Setting up training programs, assign salespeople territories, and set their sales goals
* Resolve customer complaints regarding sales and service
* Maintaining sales floor and the back stockroom
* Evaluate salespeople's performance and suggest ways to increase their sales
* Scheduling employees hours for the week and meetings once a month
* Closing out registers
* Nightly paper work
* Traveled to other states to help out other stores that need help or with grand openings
* Inspect stores for compliance with safety and security codes.

# EDUCATION

**Holyoke Works,** Holyoke, MA2011 - Present

## Office Systems Technology - Certificate

* Microsoft Office Suite products – Word, Excel, Outlook, Access
* Accounting
* PowerPoint
* Customer Service, Time Management, Communications and World of Work
* Keyboarding, Front Desk backup and External office internship

### General Equivalency Diploma (GED) 2011