**Kellie Monroe**

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**Personal Statement**

I am a dedicated extremely hard worker who takes pride in whatever situation or job I m given I get along great with other team members as well as working proficiently on my own I learn quickly and won t hesitate to ask questions if I don t fully understand something that is shown to me I m looking for a position that will challenge me every day and will allow me to prove myself and better myself as much as possible.

**Professional Summary**

Customer Service with a year experience in dealing with a cash register, handling customer complaints, and taking orders over the phone.

**Core Qualifications**

Experience with using POS systems.

Extensive knowledge with using the computer, Internet, and computer based programs such as Microsoft Word.

Strong Verbal and Written communication.

Extremely organized

Proven leadership abilities

Experience with dealing with customers over the phone I.E taking orders.

Ability to multi-task efficiently.

Experience using a cash register and handling money.

**Experience**

**Pizza Hut** (May 2010 - Present)

**Customer Service Representative/ Key Holder**

Hired to be a CSR. I took charge of the front, handling customers and the cash register. I took orders over the phone and in person using a POS computer. I dealt with and solved customer complaints. I was also assigned to help train new team members to understand the POS system and work the cash register.

**Education**

2010 **Manchester High School**  Manchester, Connecticut 06040

**GPA 3.5**

Received Honors/High Honors every system through all four years.

Received multiple awards for excelling in English, writing and literature.

Received awards for doing very well on CAPT