Shawnea Rogers

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##### **OBJECTIVE**

I am a self motivated and positive individual interested in a position with a company that will allow me to apply my customer service experience, communication and interpersonal skills while working effectively as a team or independently with staff, customers and management.

##### **EDUCATION AND TRAINING**

**Paralegal Santa Anna, CA 2011**

*Everest University*

**Diploma Windsor, CT 2008**

*Pathways to Technology*

##### **RELATED EXPERIENCE**

Customer Service/Cashier Manchester, CT 11/2009-present

*The Children’s Place*

* Greet customers and ascertain what each customer wants or needs.
* Describe merchandise and explain use, operation, and care of merchandise to customers.
* Recommend, select, and help locate or obtain merchandise based on customer needs and desires.
* Compute sales prices, total purchases and receive and process cash or credit payment.
* Answer questions regarding the store and its merchandise.

**Office Assistant Hartford, CT 1/2009-5/2011**

*Capitol Community College*

* Operated office machines, such as photocopiers and scanners, facsimile machines, voice mail systems, and personal computers.
* Answered telephones, direct calls, and took messages.
* Maintained and updated filing, inventory, mailing, and database systems, either manually or using a computer.
* Communicated with customers, employees, and other individuals to answer questions, disseminate or explain information, take orders, and address complaints.
* Opened and sorted incoming mail, answer correspondence, and prepared outgoing mail.

**Mail Clerk Windsor, CT 4/2008-4/2011**

*Bank of America*

* Sealed or opened envelopes, by hand or by using machines.
* Affixed postage to packages or letters by hand, or stamped materials, using postage meters.
* Verified that items are addressed correctly, marked with the proper postage, and in suitable condition for processing.
* Placed incoming or outgoing letters or packages into sacks or bins based on destination or type, and placed identifying tags on sacks or bins.
* Cleared jams in sortation equipment.