**Delisa Smith** 113 Grove St. New Milford, CT 407-312-5948 [iamdelisa@gmail.com](mailto:iamdelisa@gmail.com)

**Professional Summary**

7+ plus years’ experience with customer service and 2 years of call center; a highly motivated and people friendly professional seeking to utilize my communication, computer and organizational skills in a growing company.

* Proficient ability to handle back to back calls in an outbound/inbound setting
* Extensive skills with working with others in a small or large group
* Great problem solving skills

**TECHNICAL SKILLS**

* Mac OSX
* MS Word
* MS Excel
* MS PowerPoint
* Adobe CS4
* Photoshop CS4
* After Effects CS4
* Data Entry
* Quick Books
* Microsoft Office

**WORK EXPERIENCE**

**Cashier**

Lowes Home Improvement

2011-Present

Danbury, CT

* Handling register within a short amount of time
* Clean up the store in a adequate amount of time with little to no supervision
* Answer customer questions and provide excellent customer service when a customer needs help.

**Merchandise Sales Associate**

TJ Maxx

2003-2012

New Milford, CT

* Providing excellent customer with product knowledge and terminology
* Maintain my department to make sure it looks presentable
* Spend a short amount of time recovering the fitting room

**Business Administrator**

Home Health Pavillion

2012-2012

New Milford, CT

* Managed a order sheet in Excel
* Provided accurate information in Quick Books processing orders
* Followed up On A/P and A/R for accounting
* Answered phone calls in a timely manner

**Pharmacy Representative**

Conextions Health

2008-2012

Orlando, Fl

* Resolved technical issues for pharmacist in a certain amount of time
* Administered to a high volume of calls
* I answered different types of phone calls. I answered questions, transferred calls, look up patients, and check to see if I could do an override.

**Customer Service Desk Associate**

TJmaxx

2008-2008

Orlando Florida

* I provided excellent customer service on register and on the phone
* Handled returns at service desk
* Provided customer service at the service desk by answering every customer and rung out every customer quickly

**Education**

**Associates of Arts in Business Administration**

American InterContinental University

Present Schaumburg, IL

Expected Graduation: September 2012