Michelle Novak 413-736-2919

**Summary**

Exceptional Customer Service Representative with over eight years’ experience of building rapport and providing world class customer service. Strong commitment to drive sales and provide excellent customer service. Uncommon ability to excel in a fast paced environment and exceptional hardworking team player. Superior people development and communication skills. Acknowledged for excellent customer service by both Customers & Employer

**Skills**: Microsoft Office Suite, MS Office [Word, Access, Excel, Outlook, Power Point], type: 60 wpm

Education

High School Diploma: Springfield High School, Springfield, MA 2005

**Experience**

**Macys Eastfield Mall-Springfield Ma**  June 2011-present

Greeted customers with positive attitude & lot of energy

Helped with any cash or credit transactions

Maintained accurate stock

Made sure that every person was helped out as quickly as possible

Provided proper knowledge for customers regarding products and service

Packed customer purchases in bags or cartons stock shelves

Opened Accounts

Obtained a sales goal every day

**Jcpenny Outlet-Springfield Ma** March 2011-June 2011

Greeted customers with positive attitude & lot of energy

Helped with any cash or credit transactions

Maintained accurate stock

Made sure that every person was helped out as quickly as possible

Provided proper knowledge for customers regarding products and service

Packed customer purchases in bags or cartons stock shelves

**Macys- Enfield CT (seasonal)** November 2010-January 2011

Recovery Associate

Maintained Fitting Rooms, Helped customers, Put Clothes away, Fluff and fold end caps, Straighten out racks, Inventory with the price gun.

**Stay Home Mother** Aug 2008 – November 2010

**F.L Roberts-Sunoco, Springfield, MA** Jun 2008 – Jul 2008

Cashier

Helped with any cash or credit transactions

Maintained accurate stock

Made sure that every person was helped out as quickly as possible

**LEGO INC, Enfield, CT** Oct 2007 – Dec 2007

Customer Service Representative

Responsible for greeting the customer; making the customer feel welcome

Handled and resolved complaints to prevent escalations to better serve the client

Recommended, selected, and obtained merchandise based on customer needs and desires

**Innovations First Notice, Springfield MA** [Customer Service Representative] Nov 2006 – Jul 2007

**Proactive Solutions, Holyoke, MA** May 2006 – Jul 2006

Sales Associate

Interacted face to face with customers and provided information in response to inquiries about skin care products

Promoted, demonstrated and sold skin care products

Ensured customer is satisfied with their visit to the store

**TOYS R' US, Springfield, MA** Oct 2005 – Dec 2005

Cashier (Seasonal)

Maintained and restock inventory and responsible for customer service, merchandising, setting up displays

Provided proper knowledge for customers regarding products and service

Packed customer purchases in bags or cartons stock shelves

**Old Navy, Springfield, MA** Apr 2005 – Jul 2005

Sales Associate (Seasonal)

Greeted customers with positive attitude & lot of energy

Monitored customer preferences to determine focus of sales efforts

Assisted customers in finding merchandise

**Stop and Shop/ Dunkin' Donuts, Springfield, MA** Sep 2002 – Sep 2006

Cashier/Clerk

Greeted customers with positive attitude & lot of energy

Monitored customer preferences to determine focus of sales efforts

Responsible for processing merchandise and payment transactions, promoting and generating sales for in- store credit cards, maintaining merchandise stock levels, practicing store standards of guest first service

Helped to the customers find products that were right for them and acted as cashier as well

Managed day-to-day operations