Lendia S. Draines 194 York St

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Customer Service Professional

Profile

Customer service professional, offering service and sales experience with Wal-Mart, LA Fitness, AVON, and Wendy’s fast food restaurant. I have tremendous interpersonal and communications skills, verbal and written. I am very cooperative, energetic, prompt, committed, diplomatic, detailed-oriented, organized, and adept at multitasking. I have a great logic of Critical thinking in regards of problem solving. I derive success from appeasing distressed customers. Computer skills included: Word, Excel, Power point, Publisher, outlook, internet savvy, and 55-65 wpm.

Core Skills

.Customer Satisfaction .Money operations .Clients Relations .Organizing and planning

.Billing .Clerical Work .New Product Introduction . Attention to detail

.Cleaning& stocking .Sales strategies

Employment History

Wal-Mart

Cashier, Multi positions Branford, CT 2011-2012 Not present

* Customer service, Greeted customers, cashed checks, money orders, and returns & exchanges.
* Sales in the jewelry department, accommodated customers’ specific demands, and promoted sales.

LA Fitness

Receptionist Orange, CT 2011

* Communicated with customers by phone and in person, resolved customers concerns/complaints, Ensured issues were investigated and resolved.
* Checked members into the facility, completed announcements, booked appointments, completed billing inquiries upon customer’s request, handled large amounts of money.
* Faxing, scanning and copying of documents
* Retrieved information when requested

Wendy’s fast-food Restaurant

Cashier North Haven, CT 2009-2011

* Greeted customers, submitted orders, and operated the cash register
* Food preparation and drive-thru duties
* Demonstrated customer service, problem-solving, and basic computer skills
* Often perform cleaning duties in the dining room
* Assisted in opening or closing the store

Avon cosmetics

Customer sales representative West Haven, CT 2010-2011

* Promote sales and revenue, communicate with customers by phone and in person to furnish information regarding prices, latest sales and products, appointments, and package delivery, and built relationships.
* In charge of all sales and marketing.
* conducts beauty demonstrations and provides product samples to induce sales
* Handle various cosmetics supplies, unpacks or ships inventory and ensures fresh samples are always available on the counter or readily available for distribution.

Education

Sound High School, New Haven, CT

High School Diploma

Housatonic Community College, Bridgeport, CT

Pursuing associates degree in Business Marketing& Advertisement.