**Thalia Robinson**

121 Hampton Street

Hartford, CT 06120

917-410-2286

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**Profile**

* 4+ years of experience in customer service in the capacities of office assistant and sales support staff.
* Strong computer skills, including Microsoft Office Suite
* Professional presentation, can-do attitude, personable and very organized.
* Team player, and works successfully independently
* Possesses effective written and verbal communication skills ● CPR and AED certified.

**Work Experience**

Ann Taylor W Hartford, CT 10/11- 01/2012

* Stylist/Seasonal Sales Associate

Travel Deals Windsor, CT 01/11-07/2011

* Office Administrator: manage records and contracts, Scheduling Appointments in Outlook, maintaining Calendar, Filing, Assemble Kits and Tour Packages, Customer Follow Ups, scheduling interviews, preparation of presentation room.

Lewtan Industries (Imaging/Printing Company) Hartford, CT 01/11-03/11

* Receptionist/Data Entry Clerk: Switchboard Operator, create labels, Making orders, Email Tracking info and track orders, process invoices, input old order using AS400 software.

Express Manchester, CT 11/2010- 01/2011

* Seasonal Sales Associate

Lord & Taylor’s West Hartford 10/2010- 01/2011

* Seasonal Sales Associate

Macy’s Manchester, CT 04/2010- 10/2010

* Seasonal Support/Stock Associate: Pricing and Restocking Merchandise for Store Opening

Best Buy Manchester, CT 08/2009- 01-2010

* Financing Specialist/ Customer Service Associate: Financing, resolving customer returns, exchanges and damaged electronics, successfully achieved Daily Sales Goals as assigned Handling and processing on-line orders.

University of Bridgeport Career Services Bridgeport, CT 09/2008- 05/2009

* Office Assistant (Work Study): Scheduling Appointments in Outlook and maintaining calendar, Filing, Reception desk assistance, answering phones, making appointments, and errand runs through the University

Sears Manchester, CT 05/2008- 09/2008

* Cashier: Performing customer service, Visual store preparation for openings, processing of cash, checks and credit card transactions.

University of Hartford Hartford, CT 07/2006- 08/2006

* Summer Intern: Reception desk coverage, daily errand run around university, miscellaneous photocopying as needed, completing letters of student enrollment verification and document imaging (scanning documents)

**Members of these Clubs**

* American Heart Association CPR & AED Program(Oct. 07-Oct 09)
* Urban League Achievement Program
* Student Government Council at Goodwin College

**Education**

Goodwin College 2011-Present East Hartford, CT B.S Occupational Therapy-In Progress

University of Bridgeport 2008-2009 Bridgeport, CT B.S Human Services/Sociology-Incomplete

References Available Upon Request