**Erica Lenti**  
22 Lewis Ave., Wolcott CT 06716  
            (203)927-1952        
EJLenti6156@hotmail.com  
  
  
**Objective**  
Seeking a position where I can apply my professional skills so they can make a significant impact on the bottom line.  The ideal work atmosphere would be an office space where I could work in a friendly atmosphere.   
  
  
**Profile**  
Goal oriented professional knowledgeable in processes for enhancing bottom line profits and client services.  Provides multitasking efficiency in fast paced environments and works diligently to address case management, standards for service, and administrative goals.  
  
  
**Education**  
Dean College  
Performing Arts     2005  
received a well rounded curriculum in advanced dance technical studies for ballet, modern dance, tap and jazz. Studied dance history, dance composition, kinesiology, rhythmic analysis, psychology, and English.  
  
  
Cooperative Arts and Humanities Magnet High School  
High School Diploma 2004  
Pursued knowledge in foreign language courses ( Italian and Latin) and performing arts. acquired diversity training via preparatory programs, independent seminars, and comprehensive social studies.   
  
  
Professional Experience  
  
Lowe’s Companies Inc; Southington, CT  
Customer Service Specialist 2009-present  
Processes tax exemption, temporary accounts, customer returns, special orders, and credit applications. Reviews charge backs, addresses customer requests, and researches best suitable accounts for retail transactions.  tracks special order returns and works with business partners to get full credit on unwanted merchandise.  provides in-house resolution to malfunctioning equipment, vendor recalls, price reductions, internal audits, daily business audits and customer’s orders.  notifies vendors concerning canceled orders and conveys knowledge of company’s services to peers and customers.  
  
  
CVS; Cheshire, CT  
Customer Service/ Photo Technician 2002-2009  
managed personnel and trained new hires.  performed precision work involved in photographic processing and edited photographic negatives using computerized methods.  Informed supervisor of stock needs, expired stock and orders. operated cash registers and accepted prescriptions for filling. Pricing audits conducted weekly   
  
PERRY ELLIS; Clinton Crossings, CT  
 Third Key 2006-2007  
Maintained stores appearance, wrote staff schedules and trained new hires. recommended best suitable outfits and helped locate merchandise based on customer needs. computed sales prices and processed payments as well as supervising staff during working hours, and helped with management meetings. I overrode price changes, received merchandise, responded to alarm monitoring services, processed bank deposits, and audited the .    
  
  
  
References available upon request.