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| **Thalia Robinson**  121 Hampton Street  Hartford, CT 06120  (860)-249-4578  [thaliarobinson@yahoo.com](mailto:thaliarobinson@yahoo.com)  msrobinson.tr@gmail.com    **Profile**  3 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. * Team player, and works successfully independently * Possesses effective written and verbal communication skills   CPR and AED certified.    **Work Experience**    **Travel Deals**   Windsor, CT    03/11-07/2011  Administrator   * Job Duties Includes: Processing Check and Credit Cards, Filing, Assemble Welcome Kits and Tour Packages, Customer Follow Ups, scheduling interview/ appointments, training new employees for the receptionist and front desk positions.     **Lewtan Industries**       Hartford, CT    01/11- 03/11  Receptionist/CEO Assistant  Making orders, Email Tracking info, Filing invoices into the system, Operator for desk(handling busy multiple phone lines) & Errand Runs and other duties made by the CEO of the company. Conduct interviews, training new associates for customer service positions in specific departments.    **Express**                                   Manchester, CT                       11/2010- 01/2011   * Seasonal Sales Associate: Visual store preparation for openings, processing credit card, checks and cash transactions and providing customer service to customers Successfully achieved Daily Sales Goals as assigned     **Lord & Taylor’s**         West Hartford  10/2010- 01/2011   * Seasonal Sales Associate: Handled customer inquiries and any complaints, or referred to management to preserve customer satisfaction as necessary   Preparing Store for opening, providing customer service, processing cash, checks and credit card transactions.    **Macy’s**                        Manchester, CT                       04/2010- 10/2010  Seasonal Support 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 01/2009- 05/2009  Office Assistant (Work Study): Filing, Reception desk assistance, answering phones, making appointments, and errand runs through the University.    **Sears**               Manchester, CT                       05/2008- 12/2008  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)  **Activities**  Past Members of these Clubs  •American Heart Association CPR & AED Program(Oct. 07-Oct 09)  •Yearbook Committee   •Urban League Achievement Program  •Caribbean American Club •Mariposa TM Club       •Girls Soccer Team  **Education**  Tunxis Community College 2009-2011   Farmington, CT    Certificate for Human Services  University of Bridgeport 2008-2009    Bridgeport, CT       B.S Human Services/Sociology-Incomplete |
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