

PSHARETHIA GRAVES

itsjashari@yahoo.com

Summary

Dedicated Customer Service Representative motivated to customer satisfaction and contribute company success. Proven ability to establish rapport with clients and exceed sales quotas. Reliable and drive, with driven management and prioritization abilities.

Skills

- Active listening skills
- Sharp problem solver
- Adaptive team player
- Opening/closing procedures
- Excellent communication skills
- Flexible schedule
- Dependable and reliable
- Resolution-oriented

Experience

Teacher Assistant **12/2018 to 06/2018**
Xplor Preschool & School Age Care **McKinney, TX**

- Used read-aloud time and alphabet games to promote early literacy. 5 years childcare experience.
- Monitored children's play activities to verify safety and wellness. Completed morning classroom and play area opening duties.
- Supported children's emotional and social development with one-on-one attention.
- Clearly communicated to children in developmentally appropriate way.

Lead Cashier **03/2014 to 05/2016**
JCPenney **Cedar Hill, TX**

- Maintained up-to-date knowledge of store policies regarding payments, returns and exchanges. Informed customers about sales and promotions in a friendly and engaging manner. Prevented store losses using awareness, attention to detail and integrity. Maintained adequate cash supply in cash drawers in multiple checkout stations. Replenished merchandise shelves with items from the stockroom. Completed floor replenishment to guarantee size availability and promote customer satisfaction.

Bookstore Sales Associate **08/2013 to 03/2014**
Oak Cliff Bible Fellowship Bookstore **Dallas, TX**

- Developed highly empathetic client relationships and earned reputation for exceeding sales goals. Exchanged returned merchandise for customers quickly and efficiently. Recommended, selected and helped locate merchandise based on customer needs and desires. Regularly sought opportunities to up sell and add on additional merchandise. Stocked and rotated inventory regularly.

Education and Training

High School Diploma **2004**
Hillcrest High School **Dallas, TX, United States**