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# Jeunik Yeung Bell

## Accomplishments

More than 10 years successful experience in customer service and support with recognized strengths in account maintenance, problem-solving and trouble-shooting, and sales staff support.

* Possess solid computer skills.
* Excellent working knowledge using Microsoft Excel, WordPerfect, Microsoft Word.
* A team player, acknowledged as “Total Quality Customer Service Professional.”
* Develop plan, conduct audits, filings, and maintain/updated and accurate inventories.

## Professional Experience

**Accounts Payable Clerk-** Crescent Medical Center Lancaster, Lancaster, Jan 2018- Present

* Compute, classify, and record numerical data to keep financial records complete. Perform any combination of routine calculating, posting, and verifying duties to obtain primary financial data for use in maintaining accounting records. May also check the accuracy of figures, calculations, and postings pertaining to business transactions recorded by other workers.

**Seafood Department Manager-** WinCo Foods, North Richland Hills, Sept 2015- Nov 2017

* Directs and controls the operation of the Seafood Department (e.g., seafood displays, back room and production areas) by understanding related work areas, effectively supervising department personnel, ordering merchandise, ensuring customer service and product quality, freshness and selection. Coordinates and manages the department operations so as to control costs, meet targeted labor, maintain projected profit margins, and meet or exceed sales goals.

**Lead Clerk**– WinCo foods, North Richland Hills, Texas ▪ Dec 2014– Sept 2015

* Assist management with the operations of the store by performing the clerk duties in the designated department (grocery or freight), leading by example, and assisting the department manager in general department operations as directed. Answer customer questions and complaints in a professional manner and assure all customers receive fast, friendly service. Perform the duties of a grocery clerk, cashier and/or freight stocker in addition to assisting assigned employees in the performance of their tasks as appropriate, including notifying them of their breaks and lunches.

### Variety Clerk– WinCo foods, North Richland Hills, Texas▪ Oct, 2014– Dec, 2014

* Maintains and replenishes stock in a safe and efficient manner to meet customer purchasing needs.

### **Department Manager–Walmart**, Mansfield, Texas▪ June, 2014– Oct, 2014

* Oversee operations in specific departments assigned (Celebrations, Crafts, Fabrics and Stationary.
* In addition to customer service and sales, I carry the responsibilities of training, supervising, and scheduling employees.

Additional job duties often include administrative tasks, such as tracking and analyzing

sales, ordering inventory, and communicating with Walmart upper management.

### **Cashier**–**Walmart**, Mansfield, Texas▪ March, 2014– May, 2014

### Maintains an atmosphere of enthusiastic customer awareness with an emphasis on fast, friendly customer service.

### Operates check stand equipment such as a cash register, scanner and scale to process customer orders.

### Engages in suggestive selling and other sales techniques.

### Processes monetary transactions (i.e., giving and receiving change, etc.) including cash, checks, gift certificates, food stamps, processing coupons, and refunds.

### Maintains knowledge of current product location, monitors UPC codes and ensures proper pricing.

### Maintains clean, neat and properly stocked check stand and ensures safe and secure work area.

### Capable of running a multi station self-check-out lane.

### Customer Service Counter Knowledge.

### Customer Service Representative–Jhamir.llc Inc, Arlington, Texas ▪ 2010-2012

* Support sales reps in opening new accounts and upgrading existing service.
* Quickly and effectively solve customer challenges.
* Maintain quality control/satisfaction records, constantly seeking new ways to improve customer service.

### **Administrative Assistant-Arceneaux Delhomme & Company**, Los Angeles, California ▪ 2006-2008

* Relieve management of administrative detail, all projects
* Update and chase delegated tasks to ensure progress to deadlines
* Take initiative in manager's absence
* Keep projects on schedule
* Compose correspondence/reports for own or manager's signature
* Arrange essential mail in priority action order for boss
* Check deadlines on incoming requests and put preliminary work in play
* Handle all inquiries within my capacity
* Arrange "callbacks" to protect boss's time
* Provide back-up materials for callbacks
* Route calls elsewhere as needed
* Do phone surveys/inquiries as needed

## Education

Associate of Science – Computer Science Information Systems- 2000-2002 not completed

Associate of Science in Hotel and Restaurant Management– Aruba Hotel School, Oranjestad, Aruba ▪ 2000