**Jaela C. Darnell**

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Lancaster, TX 75146

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**Objective:**

*Seeking a Customer or Support services position where my experience in providing excellent customer service, handling daily accounts and maintaining inventory will be fully utilized. Aiming to use my knowledge, experience and expertise to secure an exciting position within a progressive organization.*

**Professional Experience:**

**Bath & Body Works**  Dallas, TX

***Sales Support/Customer Service Rep*** ***10/17 to present***

* Develop effective relationships with all call center departments through clear communication
* Make reasonable procedure expectations to accommodate unusual customer requests
* Properly direct inbound calls in phone queues to improve call flow
* Address customer service inquiries in a timely and accurate fashion
* Deliver friendly and efficient cash wrap experience.
* Reinforce customer buying decisions at checkout.
* Recover merchandise on sales floor.
* Replenish merchandise to brand standard.
* Process merchandise to be floor ready and maintain back room.
* Assist with other projects as needed including floor-set and shipment processes.

**Record’s Barbeque** Dallas, TX

***Cashier 06/16-10/17***

* Open and close registers
* Monitor cash limits
* Operate POS cash register, handle over 150 transactions on average daily
* Count money in cash drawers to ensure amount is correct
* Develop reputation for prompt, efficient service with high level of accuracy
* Maintain through knowledge of store merchandise, menu and price changes
* Handle customer inquiries
* Responsible for front end stocking, clean up, inventory maintenance and providing superior customer service

**High School Office Support Intern Program Experience:**

**Lancaster High School** Lancaster, TX

***Office Aide Assistant*** ***09/16 to 05/18***

* Provide navigational assistance to students, staff & visitors
* Assist in managing inventory of office supplies
* Perform clerical duties faxing, making copies, mail deliveries
* Volunteer for student life events
* Answer phones, route calls to appropriate staff and take messages
* Brief parents and students on campus events

**Education:**

Graduate Lancaster High School

May 2018 Lancaster, TX

**Additional Skills:**

* Outstanding customer service skills
* Excellent oral and written communication skills
* Great leadership skills, positive attitude and team player mentality
* Microsoft Office Suite (Word, Excel & PowerPoint)
* Smartphone and Android efficient (Apple & Samsung products)
* Superior Internet research skills (Snap Chat, Instagram, Twitter & Facebook)

***References available upon request***