

# Renee Williams

Philadelphia, PA - Email me on Indeed: [indeed.com/r/Renee-Williams/44eba0a0a39b6307](https://www.indeed.com/r/Renee-Williams/44eba0a0a39b6307)

To become a valued contributor within a challenging organization, while utilizing and further developing my customer relations and computer driven administrative.

Willing to relocate to: Washington, DC - Maryland - Virginia

Authorized to work in the US for any employer

## WORK EXPERIENCE

Fashion Merchandising A.S - Washington, DC - July 2012 to Present

### **Customer Experience Manager**

GAP INC - Philadelphia, PA - May 2012 to Present

#### CUSTOMER EXPERIENCE LEAD

- PROVIDE EXCELLENT CUSTOMER SERVICE
- THE SALE AND OPENING OF GAP INC. CREDIT CARDS.
- CASH WRAP DUTIES SUCH AS PROCESSING CREDIT AND DEBIT CARD TRANSACTIONS, AS WELL AS CASH HANDLING.
- THE SALE AND PROMOTION OF GAP INC. PRODUCTS.
- ASSISTING AGM AND SGM IN CUSTOMER RELATIONS.
- PROCESSING NEW ITEMS TO SALES FLOOR AS WELL AS NIGHTLY STORE RECOVERY.
- TRAINING AND DEVELOPING NEW TALENT.
- LOSS PREVENTION TRAINING AND REPORTING(WEEKLY AUDITS)
- LEAD ON DUTY , STRONG SALES FLOOR PRESENCE AND MOTIVATION OF THE TEAM
- DELEGATION OF TASKS AND REWARDS AND RECOGNITION FOR ASSOCIATES AND LEADERS
- CONDUCTING WEEKLY INTERVIEWS AND NEW EMPLOYEE ORIENTATION.
- ENSURING TEAM HITS KEY METRICS TO DRIVE STORES BUSINESS (UPT,CONVERSION,AT ETC.)

### **Medical Office Assistant**

Washington, DC - July 2010 to April 2011

Potomac Job Corps Center - Washington, DC - March 2010 to March 2011

### **Administrative Assistant**

PRINCE WEND MEDICAL CENTER - Washington, DC - August 2010 to January 2011

Provided Maintained and updated pertinent office data files.

- Served as a service liaison between staff, students and guest.
- Processed phone correspondence via logging messages and transferring calls. Produced photocopies in accurate and timely manner from original documents and digital scanned media.
- Organized prioritized and planed work; used office reference handbooks; managed appointments, reservations and itinerary schedules; used the Internet as a resource for office information and research; use features on a photocopier and fax machine; create and maintain a file system.

### **Administrative Intern**

MARION BARRYS' CONSTITUENT OFFICE - Washington, DC - May 2010 to October 2010

Greeting and assisting clients and residents of Ward 8 upon entry into the office.

- Daily filing of clients application's for assistance through Marion Barry's office.
- Accurate recording of minutes during meetings with council member's or organizations.
- Accompanying Chief of Staff to meetings and events around the Dc area.
- Consistently using creative abilities to assist Chief of Staff with event slogans, flyers and ideas to improve the life of residents in Ward 8.
- Sending e-invites, confirming appointments', rsvp for events, and responding to e-mails on behalf of Chief of Staff and Mr. Marion Barry.

Ballou-STAY High School - June 2010 to June 2010

06/10 -

### **Management Rep/Key Holder**

THINGS REMEMBERED, INC - Bensalem, PA - August 2007 to September 2008

Processed phone orders, and in store work orders.

- Engraving and personalizing gifts for all occasions.
- Implement a positive and productive work environment for entire team.
- Responsible for the opening and closing of store.
- Promoting weekly and seasonal sales promotions.
- Monthly Floor sets and restocking.
- Keeping record of damaged items and shipping them back to warehouse.
- Consistently adhere to company's policies and procedure's in compliance with all federal, state and local laws.
- Consistently provide world class service that exceeds customer's expectations.

Education and Trainings