

# Latia Saunders

## Store Associate

Philadelphia, PA - Email me on Indeed: [indeed.com/r/Latia-Saunders/e18f300b7398b63e](https://www.indeed.com/r/Latia-Saunders/e18f300b7398b63e)

Posses excellent verbal and written communication skills

Posses good organizational and management skills

Advanced knowledge of basic operating systems like Microsoft Word, Excel and Power-Point

Good planning skills and ability to use various office machines

Patient and calm natured

Ability to make sound judgments and have critical thinking

Excellent database management

Confidentiality and complaint handling

Authorized to work in the US for any employer

## WORK EXPERIENCE

### Store Associate

Kmart Corporation - Philadelphia, PA - July 2010 to April 2014

19107

- Greeted customers in a timely fashion while quickly determining their needs.
- Maintained knowledge of current sales and promotions, policies regarding payment and exchanges and security practices.
- Responded to customer questions and requests in a prompt and efficient manner.
- Contacted other store locations to determine merchandise availability.
- Engaged with customers in a sincere and friendly manner.
- Built relationships with customers to increase likelihood of repeat business.

### Intern

District 1199c training and upgrading fund - Philadelphia, PA - 2012 to 2014

19110

- Welcome visitors
- Directs visitors
- Answer phone calls and take messages
- Scheduling and canceling appointments

## EDUCATION

### Diploma in Medical Terminology

Brightwood Career Institute - Philadelphia, PA

### Associate of science in Psychology

Community College of Philadelphia - Philadelphia, PA

September 2014 to October 2015

## ADDITIONAL INFORMATION

Skills

- Customer service-oriented
- CPR certified
- Detail-oriented
- Strong work ethic
- Advanced computer skills
- Medical terminology proficient
- Adapt to diverse groups
- Adept multi-tasker
- Office support (phones, faxing, filing)
- Excellent verbal communication
- HIPPA certified