

# Brittney Guzman

Full Time Teller - PNC BANK

Langhorne, PA - Email me on Indeed: [indeed.com/r/Brittney-Guzman/36ea9d1db42fc0fc](https://www.indeed.com/r/Brittney-Guzman/36ea9d1db42fc0fc)

Seeking a position, which will allow me to share and expedite my high, energetic, outgoing and detail-oriented personality. While handling multiple responsibilities simultaneously, and providing exceptional customer service.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## WORK EXPERIENCE

### Full Time Teller

PNC BANK - Yardley, PA - June 2015 to Present

- Cash checks, made loan payments, deposits and withdraws
- ATM custodian
- Manage the coin vault and cash vault
- Provide information about our services and encouraged customers to talk to our sales representatives
- Answer all PNC related questions to the best of my ability to customers
- Always balance at the end of the day
- Work in a fast pace environment, great under pressure

### Sales Associate

Banana Republic - Langhorne, PA - September 2014 to October 2015

- Provide exceptional customer service
- Answer any questions for customers in person or via phone calls
- Provide customer with product knowledge and fashion advice to build cliental
- Replenish items out on the sales floor in order to have the merchandise always available for our customers
- Update price tags, special promotions, and mark downs
- Visual merchandising to develop floor plan and displays in order to maximize sales, by attracting, engaging, and motivating customers towards making a purchase.
- Always meet sales goals
- Persuasive at getting customers to open brand credit cards, and always meet my brand card goals every month
- Process shipment and place out on the floor
- Always maintain sales floor and fitting room clean by sweeping, dusting, and cleaning mirrors every morning and night shifts
- Perform visual merchandise for the window display
- Contact other stores if merchandise requested by customers are available in there store for customers satisfaction, as well as do merchandise check for other stores
- Handle cash at the register
- Perform charge sends for customers that want to purchase merchandise through the phone

### Shift Supervisor

CVS Health CVS/Pharmacy - Langhorne, PA - September 2014 to June 2015

- Provide great customer service
- Assist and answer questions for customers whether it's in person or via phone

- Count drawers at the end of the day
- Close out deposits
- Payroll
- Visual Displays
- Attention to Detail
- Manage Crew members
- Scan in/scan out merchandise
- Stock truck deliveries
- Face and vacuum at the end of the night
- Open and close the store

### **Assistant Manager**

Interface - Bensalem, PA - April 2014 to July 2014

- Made the weekly schedule
- Oversaw the staff
- Trained and coached the staff so they can succeed
- Hired and Fired employees
- Provided great customer service
- Educated potential clients on company products and marketing services
- Answered with accuracy and precision any questions that potential clients had regarding our products and services

### **Sales Associate**

Francesca's Collection - Bensalem, PA - April 2013 to July 2014

- Elaborated and assisted in window dressing, as well as mannequin inside the store to help sell products
- I performed in visual merchandising to develop floor plan and displays in order to maximize sales, by attracting, engaging, and motivating customers towards making a purchase.
- Provided fashion guidance to lead into full outfits and close the sale by ringing up customers to execute a final sale.
- Processed shipment and display products out on the floor
- Contacted other stores if merchandise requested by the customer is not available in our store for customers satisfaction.
- Updated special promotions, price tags, and mark downs

### **Impact Team Member**

Hollister Co - Bensalem, PA - April 2012 to December 2013

- Processed shipment and maintained organized stock shelves.
- Helped customers select products that best fit their personal needs.
- Answered customers questions
- Assisted with bank deposits
- Maintained visually appealing and effective displays for the entire store.
- Offered exceptional customer service to differentiate and promote the company brand.
- Collaborated with customer service team members to give exceptional service throughout the entire shopping and purchasing experience.
- Kept the showroom clean and maintained neat, orderly product displays.
- Completed floor replenishment to guarantee size availability and promote customer satisfaction.
- Communicated store policy violations to the leadership team in a timely manner.
- Communicated merchandise needs and issues to appropriate supervisors in a timely fashion.
- Built and maintained effective relationships with peers and upper management.

- Carried merchandise out on the floor for customers.
- Marked clearance products with updated price tags.

## EDUCATION

Bucks Community College - Newtown, PA

### **High School Diploma**

Bensalem High School - Bensalem, PA