

Leslie Burgess

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To obtain a responsible and challenging position providing an opportunity to apply my technical skills, experience and training. I would like to demonstrate my will and desire to learn and great attention to detail.

Authorized to work in the US for any employer

Work Experience

Flooring Sales Specialist

Lowe's - Abington, MA

August 2019 to Present

- stocking
- front facing
- cutting carpet
- special ordering flooring items
- helping customers select flooring
- helping customers with installation prep
- helping customers with install set up
- cash handling
- microsoft office programs
- sterling - internet order pulling and staging

Customer Service Associate

Lowe's - Abington, MA

October 2015 to Present

- Answer phones
- Direct customers
- Assist with check out
- Process payments
- Process returns and refunds
- Handle customer complaints
- Assist with online pick ups

- Head Cashier experience
- Handling money / loans
- Supervising 10 plus associates

Customer Service Representative

Lowes Home Improvement - Quincy, MA

April 2014 to July 2015

Responsibilities

Answer phones
Direct customers
Assist with check out
Process payments
Process returns and refunds
Handle customer complaints
Assist with online pick ups

Sales Associate

Macy's - Hanover, MA
September 2009 to April 2010

Barista and Shift Supervisor

Starbucks - Abington, MA
July 2008 to October 2009

Microsoft Office /Receptionist

Sullivan & Cogliano Training Center - Brockton, MA
January 2008 to December 2008
Jan 08 -Dec 08

Education

Career course in Sterile Processing Technician

Ashworth College
January 2019 to July 2019

AAS in Medical

Kaplan University - Boston, MA
2012 to 2014

High school or equivalent

Whitman Hanson Regional - Whitman, MA
2004 to 2007

Skills

- Cashier training (10+ years)
- Customer service (10+ years)
- Microsoft office (10+ years)
- Head cashier (2 years)
- Payroll (1 year)
- Telephone ethics (10+ years)
- Food Service
- Crew Member
- Excel
- Outlook
- Administrative Assistant

- Microsoft Excel
- Receptionist
- Word
- Data Entry
- MS Office
- Sales
- Billing
- Filing
- Scheduling
- Medical Terminology (2 years)
- Medical Billing (1 year)
- Data Entry (5 years)
- Microsoft Powerpoint (10+ years)
- Construction Experience (2 years)
- Cashiering (10+ years)
- Cash Handling (10+ years)
- Office Experience (2 years)
- Internet Research
- Floor Care (2 years)
- Data Entry (10+ years)
- Quickbooks
- Management Experience (1 year)
- Experience with Children (10+ years)
- HIPAA (5 years)
- Hospitality Experience (5 years)
- Home Care (3 years)
- Basic Math (10+ years)
- Kronos (6 years)
- Leadership Experience (10+ years)
- Front Desk (10+ years)
- Phone Etiquette (10+ years)
- Photoshop (10+ years)
- Time Management (5 years)