

Madison Bertis

1418 W 6th Ave, Apt 302 Spokane, WA 99204
(509) 850-6960 / madisonbertis@gmail.com

SUMMARY

- Experience in fast-paced work environments, with attention to detail and quick decision making skills
- Passion for problem solving in an efficient and thorough way
- Skilled in multitasking while under pressure, with the ability to perform at or above expectations
- Enjoy cultivating a positive and fun work environment and delivering great customer service

CUSTOMER SERVICE EXPERIENCE

Retail Salesperson, March 2018 – June 2018 / andKloth, Spokane, WA

- Assisted customers in selecting clothing and home goods
- Restocked inventory, prepared merchandise for display, designed displays of merchandise in store
- Merchandised items available in the online store in an organized and creative way
- Processed payments using point of sale system; balanced till when opening and closing store

Front Desk Coordinator, September 2017 – December 2017 / Carpe Diem Massage, Tacoma, WA

- Provided excellent client care at all times by greeting clients upon arrival, notifying appropriate staff members, and preparing office and therapy rooms to ensure comfort of client
- Handled payment for appointments with point of sale system to check clients out after appointments and to sell additional products
- Assisted clients over the phone to confirm appointments, answer questions, and book specialty services

Customer Service Assistant, August 2013 – December 2014 / University of Puget Sound

- Operated point of sale systems for event tickets and concessions
- Assisted customers through face-to-face interaction, as well as over the phone to ensure all questions were answered thoroughly and courteously

ADDITIONAL WORK HISTORY

Chemistry Lab Assistant, January 2015 – May 2017 / University of Puget Sound

- Answered student's questions regarding weekly tasks and assisted them in performing lab procedures
- Graded student's assignments on a weekly basis
- Worked with faculty to improve labs and encourage students to understand essential concepts

EDUCATION

University of Puget Sound, Tacoma, WA, Graduated May 2017
Bachelor of Science Degree / University of Puget Sound, Dean's List, Fall 2013
Joel E. Ferris High School, Spokane, WA, Graduated June 2013, Valedictorian

SKILLS

Multi-Line Telephone, Point of Sale Systems, Ticket Sales, Online Merchandising
Proficient in Microsoft Word, Excel, and PowerPoint

ACTIVITIES

Volunteer at Vegan Haven, September 2017 – December 2017 / Seattle, WA
Volunteered as a member of Phi Eta Sigma National Honor Society
Principal Flute, University of Puget Sound Wind Ensemble

AWARDS

Lab Assistant Scholarship
Hoffman Construction Company Tuition Scholarship
University of Puget Sound Trustee Academic Scholarship
NASA Research Scholar
University of Puget Sound Music Scholarship