

# Sharon Wooten

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Forward-thinking individual with refined interpersonal and multitasking skills. Currently seeking an entry level position in Accounting/Finance within a progressive organization where I have the ability to grow.

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## ***WORK EXPERIENCE***

### **HSBC**

**February 2019 – March 2019**

**Depew, NY**

#### **Retail Relationship Representative**

- Provided customer service for inbound/outbound calls for existing and new clients in timely manner
- Build and maintained strong business relationships with all customers and prospective customers through established customer service and sales standards
- Responsible for maintaining existing consumer loans and establishing new loans
- Partnered with other lines of business to meet customer needs and to achieve established production goal
- Developed and maintained an in-depth knowledge of current Bank products and services.

**May 2017 – March 2019**

**Niagara Falls, NY**

#### **Volunteer/Assistant to Local Accountant**

- Responsible for recording and processing financials not limited to updating and maintaining existing records.
- Receive checks and cash for deposit, verify amounts and endorsements, enter all necessary information in data processing system, issue receipts, cash checks and balance in an accurate and complete manner
- Prepares daily record and deposit of general operating receipts

### **ASM Research (Temp Position) Customer Service Specialist**

**June 2018 – Sept 2018**

**Niagara Falls, NY**

- Multitasking through multiple computer systems and applications to assist consumers with loans for educational purposes
- Maintains at a minimum, target levels of performance. Maintains up to date level of product knowledge
- Multi Tasks: Listen, input data, proves solutions, navigates through various screens while applying customer satisfaction techniques

### **Love Culture Co-Manager**

**April 2016 – May 2017**

**Niagara Falls, NY**

- Recruit, train, develop, evaluate and retain employees
- Responsible for managing store inventory
- Maintain orders for online through computer system, while achieving sales and profits budgets

### **Seneca Niagara Casino Marketing Service Representative**

**August 2015 – April 2016**

**Niagara Falls, NY**

- Multitasking through multiple computer systems to provide hotel reservations for guests
- Responsible for casino planning and execution of events
- Booking accommodations for room, dining, spa, and miscellaneous guest activities for transient, online and call in group guests
- Upselling services and offerings provided by the casino to enhance the guest's experience
- Having a full understanding of casino knowledge policies and how to retrieve information promptly when needed

**Dressbarn  
Customer Service Manager**

**April 2013 - February 2015**

**Niagara Falls, NY**

- Responsible for store operations: Develop and implement process to improve customer service that drives customer service excellence
- Train and develop staff in selling, customer service, credit card marketing, cash wrap, KPI management.
- Visual lead for store in mannequins, tables and racks. Cash management and payroll service.
- Actively support customer's initiative by proactively influencing training and development of the team  
Adjust team's strategies to suit evolving customer requirements and opportunities for improvements
- Participate in meetings as directed by Management

**Teletech Holdings Inc.  
Customer Service Representative**

**January 2011 - April 2013**

**Niagara Falls, NY**

- Multi computer systems to navigate to provide exceptional service to customers of Verizon wireless
- Responsible for customer accounts such as billing and sales
- Maintains at a minimum, target levels of performance. Maintains up to date level of product knowledge
- Multi Tasks: Listen, input data, proves solutions, navigates through various screens while applying customer satisfaction techniques

***EDUCATION***

**Southern New Hampshire University**  
Business Management & Finance  
April 2017 – March 2018

**Niagara County Community College**  
Liberal Arts & Science  
May 2005 – September 2007

***AWARDS***

Dressbarn: Awarded employee of the month and promoted to Management after 3 months

***ADDITIONAL SKILLS***

Customer service professional with proficiency in sales, marketing, and negotiations.  
Microsoft office: Word & Excel

