

**Franchesca Lozada**  
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**Springfield, MA**  
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Mature student with proven ability to work independently to achieve goals. Seeking a customer service position to contribute multi-media, communication, organization, and multi-tasking skills while broadening knowledge of the workplace. Strong transferrable skills in visualizing and conceiving ideas for my workplace.

#### **EDUCATION**

- MA in Nursing
- CARE CENTER - Holyoke, MA
- August 2014 to January 2015
- High School Diploma
- HIGH SCHOOL OF COMMERCE - Springfield, MA
- November 2012
- Associates in Nursing
- Holyoke Community College - Springfield, MA

#### **SKILLS**

Customer Service Skills , (8 years), Forklift, Order Puller, Picker Packer, Warehouse Associate

#### **ADDITIONAL INFORMATION SKILLS**

- Time Management
- Problem Solving
- Great customer service
- Coordination
- Fast Paced

#### **WORK EXPERIENCE**

**Warehouse Associate**

**Jpolep Distribution**

**Chicopee, MA**

**April 2018 to June 2018**

- Perform an array of functions that include receiving and processing incoming stock and materials, picking and filling orders from stock, packing and shipping orders, or managing, organizing and retrieving stock in the warehouse.

**sales associate**

**family dollar**

**Springfield, MA**

**October 2016 to December 2017**

**Walmart Stocker**

**Walmart - Chicopee, MA**

**August 2017 to October 2017**

**Sales Associate**

**Chestnut Package Store**

**Springfield, MA**

**December 2015 to March 2016**

- Receive payments by cash, check, credit cards, vouchers, or automatic debits.
- Issue receipts, refunds, credits, or change due to customers.
- Greet customers entering establishments.
- Establish or identify process of goods, services or admission, and tabulate bills using calculators, cash registers, or optical price scanners.
- Stock shelves and mark prices on shelves and items.
- Count money in cash drawers at the beginning and end of shifts to ensure that the amounts are correct and that there adequate change.
- Monitor checkout stations to ensure that they have adequate cash available and that they are staffed appropriately.

**Customer Service/Floor Associate****price rite - Springfield, MA****October 2015 to February 2016**

- Handle all customer inquiries in timely manner and escalate to supervisor when necessary
- Manage the cash register and accurately process purchases; reconcile balances at end of shift
- Identify opportunities to assist customers in completing purchases
- Collected and processed orders with efficiency and accuracy, operating equipment with accuracy

**Sales Rep****Liberty Power****Springfield, MA****June 2015 to August 2015**

- Interview clients to determine client's assets, liabilities, cash flow, insurance coverage, tax status, or financial objectives.
- Record transactions accurately and keep clients informed about transactions.
- Complete sales order tickets, and submit for processing of client/ requested transactions.
- Offer advice on the purchase or sale or particular securities.
- Relay buy or sell orders to securities exchanges or to firm trading departments.
- Develop financial plans based on analysis of clients' financial status, and discuss financial options with clients.

**Cashier****McDonald's****Springfield, MA****June 2013 to December 2014****People Skills****Customer service**

- Collected and processed orders with efficiency and accuracy, operating equipment with accuracy
- Manage the cash register and accurately process purchases; reconcile balances at end of shift
- Handle all customer Inquiries in timely manner and escalate to supervisor when necessary.