

PETER SMITH

Washington DC, USA
peter@smith.com
(+21) 334111

SUMMARY

Dependable **General Office Worker** with more than 10 years of transferable experience. Proven clerical, customer service, and communication skills in a variety of settings. Upbeat, positive attitude with a history of producing quality results and satisfied customers. Computer literate.

SELECTED SKILLS

General Office

- Organized and implemented group activities in an efficient manner
- Scheduled appointments and assured timely arrival
- Maintained accurate financial records, and paid all invoices on time
- Answered phones and took accurate messages
- Prepared reports and created documents using MS Word and WordPerfect
- Located desired information using the Internet

Customer Service

- Welcomed customers and visitors in a friendly and courteous manner
- Provided customers/clients with desired information in a timely manner
- Listened, calmed, and assisted customers with concerns
- Established friendly and lasting relationships

Communication

- Utilized Internet email as an effective communication tool
- Answered phones in a courteous and professional manner
- Established rapport with diverse individuals and groups
- Demonstrated ability to express ideas in a team environment and influence action

Professional Experience:**The Store, Birmingham, UK****2005 - present**

Sales Manager

- Responsible for team of 10 staff.
- Duties included buying stock, promoting lines, organising sales and promotions, dealing with customers and cashing up daily takings.

The Mall, Liverpool, UK**2001 - 2005**

Assistant Manager

- Involved in purchasing new lines and stock.
- Handled cash and credit purchasing transactions.
- In charge of store when manager absent taking on full responsibilities.
- Dealing with customers, helping with purchases and finding solutions for complaints.

RELATED VOLUNTEER EXPERIENCE

General Office Volunteer	Salvation Army – , AZ	1999-2001
Elected Secretary	Parent Teachers Association , AZ	2001-1997
Event Coordinator	Neighborhood Involvement Program –	3 Years

EDUCATION

2010- 2011	International Hellenic University, Thessaloniki ,Greece MSc in Management Dissertation Thesis: “.....”
1992 – 1994	Anytown College, Thessaloniki, Greece Bachelor in Economics

REFERENCES

Available upon request