

# Grace Ma

## Customer Service Representative

Arcadia, CA 91006

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#readytowork

Authorized to work in the US for any employer

## Work Experience

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### CUSTOMER SERVICE ASSOCIATE

Square Deal Recordings & Supplies - San Luis Obispo, CA

May 2019 to December 2019

- Processed over thousands of Amazon, eBay, and company website orders to fulfill same-day shipping.-Performed stock updates, data entry, pricing calculations, and handled customer concerns via Amazon, eBay, and direct email messages-Placed orders over the phone with customers and troubleshooted any and all issues customers are having
- Assisted other departments with restocking items and placing new orders to resupply stock
- Delegated specific orders to employees to ensure that customer orders would be pulled, packaged, and shipped out on time
- Handled customer returns as per company rules and issued refunds and coupons to customers
- Processed job applications and resumes sent in for job positions
- Wrote up correction notices for employees as per instructions from supervisors, and handled employee misconduct as per guidelines
- Contacted suppliers regarding delays or changes to shipments
- Created listings on Amazon, eBay, and Reverb and handled editing each listing individually to ensure changes were processed properly
- Created stock and backstock logs on Microsoft Excel to ensure that all stock was accounted for and in which locations

### CONFERENCE & EVENT LIAISON

California Polytechnic State University, San Luis Obispo - San Luis Obispo, CA

June 2018 to June 2019

- Assisted Conference and Event Planning coordinators with managing and running over fifty events.-Dealt with clients, managed billing paperwork, and scheduled over three hundred youths to dorms and events.-Handled front desk management involving phone calls regarding events and handling event paperwork.
- Set up events by putting out tables and chairs, and placed directional signs all around campus for clients to be able to find the event locations
- Organized catering by different restaurants while keeping in mind clients with dietary restrictions
- Supervised dozens of events as they were ongoing, and handled any and all issues that came up
- Helped to balance catering expenses as well as calculating how much had been collected for each event

- Performed over a hundred individual room checks to ensure that dorm rooms were clean and ready for clients to use for the next event
- Organized which clients would be staying in which gender-specific room, and handled all requests for roommates and friends to stay together
- Created spreadsheets using Microsoft Excel to have a check-in list to use for the day of the event

## **INTERN**

Vanllee Hotel & Suites LVGEM - Covina, CA

June 2017 to September 2017

- Created Excel databases for over eight hundred clients and past contact information in order to contact customers about new hotel information
- Performed data entry tasks and created templates and outlines for hotel's restaurant and catering branches.
- Assisted accounting and financial management employees with outstanding payments and invoicing.
- Created drafts and templates of restaurant menus to appeal to both youth and adult audiences
- Worked the front desk and managed check-ins and all miscellaneous customer concerns
- Handled payments for hotel reservations and redirected customer concerns to corresponding departments, such as the hotel's utility staff or cleaning staff
- Helped to select new dishes for the hotel's restaurant and provided feedback
- Created signs to help direct customers to the new brunch service offered, as well as for the UCLA blood drive truck

## **Intern**

College Works Painting - Irvine, CA

December 2016 to June 2017

- Door-to-door marketing strategy employed through over dozens of neighborhoods to build rapport with clients.
- Over twenty estimates performed to potential clients for quotes and closing deals.
- Closed over \$2000 worth of painting jobs.
- Generated hundreds of leads and cold called leads to create my clientele base
- Drafted dozens of contracts to outline the type of work and the cost of the work itself
- Handled rapport with clients to create a more comfortable environment for the clients
- Traveled constantly from different cities around LA to find interested clients
- Gathered first-hand painting experience and learned about the different parts to a house, such as the eaves, trim, and stucco.

## **SALES ASSOCIATE**

Kids Foot Locker - Arcadia, CA

July 2016 to September 2016

- Restocked shoes and merchandise in the stock room
- Assisted customers with finding the right shoe size and helped to find a different store location where the shoe they wanted would be available
- Used the cash register to make transactions and to handle returns or gift receipts
- Recommended additional merchandise to customers
- Chose alternatives and adapted based on individual customer's styles and preferences
- Learned and memorized the layout of the stock room and the different types of shoes that served different purposes

- Worked together as a team with coworkers to efficiently maximize time and reach out to all customers

## Education

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### **Bachelor's in Business Administration**

California Polytechnic State University-San Luis Obispo - San Luis Obispo, CA  
September 2015 to June 2019

## Skills

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- Customer Service
- Customer Support
- Customer Care
- Call Center
- Microsoft Office
- Time Management
- Communications
- Teamwork
- Analysis Skills
- Administrative Experience
- Door-to-Door Experience
- Clerical Experience (2 years)

## Links

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<http://www.linkedin.com/in/grace-ma21>

## Assessments

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### **Customer Focus & Orientation — Highly Proficient**

December 2019

Responding to customer situations with sensitivity.

Full results: [https://share.indeedassessments.com/share\\_assignment/9fvozqrepw32zyg](https://share.indeedassessments.com/share_assignment/9fvozqrepw32zyg)

### **Problem Solving — Expert**

December 2019

Measures a candidate's ability to analyze relevant information when solving problems

Full results: [https://share.indeedassessments.com/share\\_to\\_profile/07090633d92d6f9ca3ac46767755ffe1eed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/07090633d92d6f9ca3ac46767755ffe1eed53dc074545cb7)

### **Customer Service Skills — Proficient**

December 2019

Measures a candidate's skill in evaluating approaches to customer service & satisfaction.

Full results: [https://share.indeedassessments.com/share\\_to\\_profile/e19e105b9d33665c65ae4b02da12a295eed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/e19e105b9d33665c65ae4b02da12a295eed53dc074545cb7)

### **Administrative Assistant — Highly Proficient**

February 2020

Using basic scheduling, attention to detail, and organizational skills in an office setting.

Full results: [https://share.indeedassessments.com/share\\_to\\_profile/32ce799461a39f4a3ad146a1da9ce779](https://share.indeedassessments.com/share_to_profile/32ce799461a39f4a3ad146a1da9ce779)

### **Sales: Influence & Negotiation — Highly Proficient**

February 2020

Persuading reluctant customers to buy products or services, and influencing and negotiating with customers to meet sales goals.

Full results: [https://share.indeedassessments.com/share\\_to\\_profile/38a9c505b1ae7b8ee58f2a442dc6682ceed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/38a9c505b1ae7b8ee58f2a442dc6682ceed53dc074545cb7)

### **Attention to Detail — Expert**

February 2020

Identifying differences in materials, following instructions, and detecting details among distracting information.

Full results: [https://share.indeedassessments.com/share\\_to\\_profile/1623d2474a99931b6552b5fb6ac4745ceed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/1623d2474a99931b6552b5fb6ac4745ceed53dc074545cb7)

### **Spreadsheets with Microsoft Excel — Highly Proficient**

February 2020

Excel knowledge including common tools, PivotTables, conditional & nested formulas, and custom visuals.

Full results: [https://share.indeedassessments.com/share\\_to\\_profile/3e2485fe63b0827500d0c226e2177bb9eed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/3e2485fe63b0827500d0c226e2177bb9eed53dc074545cb7)

### **Scheduling — Highly Proficient**

February 2020

Cross-referencing agendas and itineraries to avoid scheduling conflicts.

Full results: <https://share.indeedassessments.com/attempts/6e055dd35a68ef9a6e186004f8af1218eed53dc074545cb7>

### **Working with MS Word Documents — Expert**

February 2020

Knowledge of various Microsoft Word features, functions, and techniques.

Full results: [https://share.indeedassessments.com/share\\_to\\_profile/1630f92611fc52beb9069709836937e0eed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/1630f92611fc52beb9069709836937e0eed53dc074545cb7)

### **Management & Leadership Skills: Planning & Execution — Highly Proficient**

February 2020

Planning and managing resources to accomplish organizational goals.

Full results: [https://share.indeedassessments.com/share\\_to\\_profile/880afb5d3c404cd8c00b3d41e3681257eed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/880afb5d3c404cd8c00b3d41e3681257eed53dc074545cb7)

## **Proficiency with Microsoft Office: Mail & Calendar (PC) — Highly Proficient**

February 2020

Using Microsoft Office Mail and Calendar tools to manage workload.

Full results: [https://share.indeedassessments.com/share\\_to\\_profile/c13063e3ff41f08de48cec89b2299f7c](https://share.indeedassessments.com/share_to_profile/c13063e3ff41f08de48cec89b2299f7c)

## **Business Analyst — Expert**

February 2020

Analyzing information to solve business problems.

Full results: [https://share.indeedassessments.com/share\\_to\\_profile/d0456704428fc51c6e8e71ef2c4208adeed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/d0456704428fc51c6e8e71ef2c4208adeed53dc074545cb7)

## **Customer Service Fit — Proficient**

March 2020

Measures the traits that are important for high-quality customer service.

Full results: <https://share.indeedassessments.com/attempts/67b5aa99c2d551ce6d3267301c2aea67>

## **Administrative Support — Expert**

March 2020

Using basic scheduling and organizational skills in an office setting.

Full results: [https://share.indeedassessments.com/share\\_to\\_profile/4a7e203a5ab901b4874b1006889d2606eed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/4a7e203a5ab901b4874b1006889d2606eed53dc074545cb7)

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