

SV

Seth Vance

Professional Summary

Tireless, well-organized Customer Advisor determined to resolve customer concerns to complete satisfaction. Balances company requirements against customer needs. Highly professional, personable and courteous in all interactions.

Work History

Best Buy Co Inc.- Sales Advisor

Richmond, VA

04/2019 - Current

- Met frequently with technical, product management and service personnel to stay current on company offerings and business policies and provide solutions to clientele.
- Demonstrated features, answered questions and offered package solutions.
- Worked alongside other representatives to boost store/company sale by enhancing product presentations and advertising collateral.
- Promoted internally on three occasions.

Papa Johns International Inc. - Delivery Specialist

Wilmington, NC

09/2017 - 09/2019

- Communicated customer complaints, requests and feedback to company management for swift resolution.
- Worked overnight shifts during peak periods to meet coverage needs.
- Operated vehicle safely in highly congested areas with zero traffic violations.

Panera Bread - Restaurant Team Member

Richmond/Wilmington, VA/NC

01/2015 - 06/2017

- Verified freshness of ingredients and food by checking for quality, rotating stock and recording old and new items.
- Maintained sanitization standards, organized facility by wiping down countertops, mopping and sweeping floors, emptying trash receptacles and washing dishes.
- Served needs of more than 150 customers in busy lunch environment

Contact

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(804) 502-9700

Richmond, VA 23230

Skills

- Upselling and cross-selling
 - Account management
 - Point of sale knowledge
 - Stocking and replenishing
 - Complaint resolution
 - Previous experience in Online Support functions through Instant Messaging & Inbound calls
 - Working knowledge in HTML, CS, Java
 - Working knowledge in Computer hardware/software
 - Microsoft Office (Outlook, Word, Excel, Powerpoint)
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Education

06/2015

Glen Allen High School

Glen Allen, VA

High School Diploma