Sophiya Tsvan

**PHONE:** 206-778-8619

**EMAIL:** sophiya987@gmail.com

**OBJECTIVE:** Secure a position that will enable me to use my strong communication & organizational skills, customer service background and my ability to work well with people.

**EDUCATION**

**Kent Lake High School,** Kent, WA June 2011

High School Diploma

**Quality Assurance and Software Testing,** Bothell, WA April 2015

Certificate

**EXPERIENCE**

***Valley Buick GMC,*** Auburn, WA May 2015 - Present

Title Clerk, Receptionist

***Auburn License Agency,*** Auburn, WA Nov. 2014 – May 2015

Customer Service, Title Clerk

***Nordstrom,*** Tacoma, WAJuly 2014 – Nov. 2014

Customer Service, Salesperson

***Tahoma Clinic,*** Tukwila, WA Oct. 2010 – July 2014

Customer Service, Sales Associate, and Receptionist

**SKILLS**

* Fast learner committed to customer satisfaction, managing customer conflicts and complaints
* Effective in face to face, online and telephone interaction with customers across many industries
* Negotiate and persuade by reaching win-win results
* Effectively communicate with clients
* Outstanding leadership skills, with the ability to take necessary actions in multiple tasks
* Resourceful team player who excels at building trusting relationships with customers and colleagues
* Motivated self-starter with a strong desire to learn
* Excellent organizational and time management skills
* Very knowledgeable with computers, Word, Excel, Outlook

**REFERENCE**

Available upon Request