

Work Experience

Employer Name: Younkers

Dates of Employment: September 2008 – May 2013

Job Name/Job Title: Shoes Department Specialist

Description of Position:

Provided superior customer service to all customers in the shoe department with a smile. Kept extensive product knowledge of current shoe supply and provided recommendations for customers to meet their needs or wants. Processed transactions for customers and sold products in the store. Assisted with store opening and closing procedures. Worked with colleagues to ensure department cleanliness and accurate prices on products.

Necessary Skills:

- **Service:** Provided excellent customer service to make customers satisfied and happy.
- **Product Knowledge:** Learned different features of shoes sold in department to help sell shoes and shoe accessories.
- **Organization:** Learned how to keep a clean selling area and stock room, which ensured all associates were able to find product for customers.
- **Selling:** Learned different sales techniques to increase sales and customer satisfaction.
- **Teamwork:** Used interpersonal skills to help assist colleagues as necessary with tasks.

Work Experience

Employer Name: Younkers

Dates of Employment: May 2013 – October 2014

Job Name/Job Title: Estee Lauder Beauty Advisor

Description of Position:

Assisted customers with any skincare, fragrance, or cosmetic questions they may have. Focused on selling customers the correct products that meet their needs and expectations. Suggested additional items for purchase. Used register to process transactions and balanced registers in the morning and evening as necessary. Provided outstanding customer service to all customers. Helped promote various upcoming cosmetic, skincare, or fragrance sales or events.

Skills Carried Forward:

- **Service:** Provided excellent customer service to make customers satisfied and happy.
- **Product Knowledge:** Learned different features of cosmetic, skincare, and fragrances available.
- **Organization:** Learned how to keep a clean selling area and stock room, which ensured all associates were able to find product quickly and efficiently for customers.
- **Selling:** Learned different sales techniques to increase sales.
- **Teamwork:** Used interpersonal skills to help assist colleagues as necessary with tasks.

New Skills Obtained:

- **Sales Tracking/CRM:** Utilized customer relationship manager to track customer information and to help re-sell loved products to customers.
- **Ordering:** Obtained skills in ordering to assist with product stock at the counter.
- **Troubleshooting:** Utilized knowledge and customer service to help fix customer concerns before they snowballed into bigger issues.

Work Experience

Name of Employer: Chippewa Valley Technical College

Dates of Employment: October 2014 – Present

Job Name/Job Title: College Specialist

Description of Position:

Help prospective students learn information about admissions, financial aid, and programs offered at CVTC. Provide tours of campus or program's lab areas to help prospective students make their decision. Assist with college events as necessary. Create positive working relationships with staff members of local community agencies and K-12 school districts.

Skills Carried Forward:

- **Service:** Provided excellent customer service to make customers satisfied and happy.
- **Product Knowledge:** Learned extensive information about 95+ programs offered at CVTC including what employment in the field is like.
- **Organization:** Manage data in an organized manner.
- **Selling:** Sell different programs or certificates available at CVTC as "The Right Choice."
- **Teamwork:** Use interpersonal skills to collaborate with colleagues on projects, activities, and events.
- **(Sales) Tracking:** Use Excel and other programs to track information about contacts and prospective students.

New Skills Acquired:

- **Microsoft Office Knowledge:** Utilize Outlook, Word, and Excel to perform various tasks including sending emails, updating spreadsheets, and creating Word documents.
- **Event Planning:** Assist with planning College recruitment events as necessary.
- **Public Speaking:** Give presentations about CVTC to small and large groups of high school or adult prospective students. Groups vary in size from 5-100+.
- **Delegation:** Delegate tasks to student employees in office based on need and student's skill level.