|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | | | | |
| Myra Counts | | | | |
| Objective | | | | |
| Obtain a position as a Customer Service Associate where I can utilize my extensive experience and provide exceptional customer services to achieve corporate goals. I am motivated and also a skillful retail merchandiser that is adept at working in diverse retail and customer service environments. As a Customer Service Associate, I have accomplished several job tasks in product assembly, material handling and setting displays. I work well independently and as part of a dynamic team. | | | | |
| Experience | | | | |
| June 2008 to November 2009 | | Wal-Mart Supercenter | | Jacksonville, Florida |
| Customer Service Associate  * Operated a cash register for cash, check and credit card transactions. * Stocked and replenished merchandise according to store merchandising layouts. * Priced merchandise, stocked shelves and took inventory of supplies. * Cleaned and organized the store, including the checkout desk and displays. * Identified potential shoplifters and alerted management. * Completed all point of sale opening and closing procedures, including counting the contents of the cash register. * Handled all customer relations issues in a gracious manner and in accordance with company policies. * Used time efficiently when not serving customers, including folding clothes and cleaning out fitting rooms. * Followed merchandising guidelines to present visually appealing displays. * Maintained established merchandising standards, including window, sales floor and promotional displays. | | | | |
|  | | | | |
| October 2006 to February 2007 | | Sears Roebuck and Company | | Orange Park, Florida |
| Tools Consultant  * Stocked shelves and supplies and organized displays. * Helped customers with questions, problems and complaints in person and via telephone. * Organized racks and shelves to maintain the visual appeal of the store. * Verified that all customers received receipts for purchases. * Developed positive customer relationships through friendly greetings and excellent service. * Greeted customers and ascertained customers' needs. * Answered questions regarding the store and its merchandise. | | | | |
|  | | | | |
| March 2001 to June 2005 | | Wal-Mart Supercenter | | Jacksonville, Florida |
| Cashier  * Greeted customers entering the store to ascertain what each customer wanted or needed. * Described product to customers and accurately explained details and care of merchandise. * Recommended, selected and helped locate and obtain out-of-stock product based on customer requests. * Answered product questions with up-to-date knowledge of sales and store promotions. * Bagged, boxed or gift-wrapped sold merchandise per customer's request. * Directed calls to appropriate individuals and departments. * Routinely answered customer questions regarding merchandise and pricing. | | | | |
|  | | | | |
| **Skills** | |  | |  |
| * Creative problem solver * MS Windows proficient * Quick learner * Medical terminology knowledge * Motivated team player * Natural leader * Stocking * Merchandising * Skilled problem solver | | | * POS systems knowledge * Credit card transactions * Active listening skills * Customer-oriented * Cash register operations * Opening and closing procedures * Adapt to diverse groups * Excellent people skills | |
| Education | | | | |
| January 2012 to July 2014 | Everest University | | | Jacksonville, Florida |
| Associate of Science, Homeland Security  * development and completion of the independent study course:   Introduction to Incident Command System   * development and completion of the independent study course: Critical Infrastructure Support Annex * development and completion of the independent study course: National Response Framework, An Introduction | | | | |
| References | | | | |
| References are available on request. | | | | |