

25th Annual International Conference on Incineration and Thermal Technologies (It3) 2006

JACQUELINE C. KXXXXXXXXXX

XXXX, Cincinnati, OH 45202 | H: XXX-XXXX-XXXX | C: XXXX-XXXX-XXXX | XXXX@XXXX.XXX

CAREER OVERVIEW

Dedicated Customer Service Representative with a solid understanding of sales and management. Highly motivated to maintain customer satisfaction and contribute to company success.

CORE STRENGTHS

- Customer service expert
- Energetic work attitude
- Sharp problem solver
- Strong organizational skills
- Telecommunications skills
- Inventory control familiarity
- Seasoned conflict resolution
- Invoice processing
- Stock maintenance ability
- Opening/closing procedures

ACCOMPLISHMENTS

Currently handles all of our restaurants Newport, KY location Public Relations.
Have put on several successful events for the restaurant including: NKY Chamber of Commerce Annual event for KY State Legislature.

WORK EXPERIENCE

- 042002 to Current** General Manager
Naked Chopsticks — Newport, KY
Managed team of 20 professionals.
Assisted customers with phone and product complaints.
Promptly responded to general inquiries from members, staff, and clients via mail, e-mail and fax.
- 112011 to 032012** Sales Representative
Crescent Rep
Naked's — Newport, KY
Presented stock to sales using awareness, attention, credit and integrity.
Worked as a team member performing cashier duties, product assistance and cleaning.
Exceeded expectations and maintained customer loyalty to the store.
- 022008 to 032008** Cashier
Naked's — Newport, KY
Presented stock to sales using awareness, attention, credit and integrity.
Worked as a team member performing cashier duties, product assistance and cleaning.
Excellent in exceeding daily credit card application goals.
- 032005 to 102005** Customer Service Representative
Gardens Alive — Louisville, KY
Managed quality communication, customer support and product representation for each client.
Guaranteed positive customer experience and resolved all customer complaints.
Assisted customers with phone and product complaints.

EDUCATIONAL BACKGROUND

2005 Bachelor of Arts: Public Relations
Northern Kentucky University — Highland Heights, KY United States
Coursework in Business, Marketing and Communications.
Minor in Political Science.

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