

JANE DOE

1234 Street Name, City, State Zip
123.456.7890 / JaneDoe@email.com

SUMMARY OF QUALIFICATIONS

- ▶ Dedicated and self-motivated individual offering a solid 5-year background in sales, quality customer services, and inventory management, with extensive experience in the retail industry.
- ▶ Excellent communication, organization and multi-tasking skills. Work well both independently and as a contributing member of the team. Consistently awarded additional responsibilities, with a proven record of achievement in meeting and exceeding customer and employer expectations.
- ▶ Proficient in Windows 98/XP, Microsoft Office Suite (Word, Excel, Access), Adobe Photoshop, and the Internet. Applied experience in database management and Website development.

EMPLOYMENT HISTORY

Administrative Assistant

Name of Company, City, State

November 2004 – December 2006

- ▶ Directed sales, marketing and administrative operations for this jewelry wholesaler and reseller of antique radios generating \$500K in annual revenue and serving a worldwide market.
- ▶ Managed general office administration and e-commerce business strategies. Oversaw development and maintenance of marketing and customer service programs.
- ▶ Supervised shipping and receiving of all inventory. Designed and supported an inventory database system that strengthened inventory control and replaced a previous antiquated, manual system. Created a customer contact system that substantially improved customer relations and increased sales through special promotions programs.

Customer Service & Sales

Name of Company, City, State

June 2003 – October 2004

- ▶ Managed ticket box office sales for this busy entertainment complex. Performed computer data entry, cash management, ticket restock, and customer services. Answered busy multi-line phone system and directed customer inquiries to the appropriate channels.
- ▶ Worked concession stand and provided assistance in food and beverage service. Completed customer orders, operated cash registered, restocked inventory, and cleaned food service areas.

Sales Representative

Name of Store, City, State

May 2002 – June 2003

- ▶ Supervised sales, customer services and business operations for two mall kiosks serving ice cream and selling sports memorabilia, owned and operated by the same individuals. Consistently met or exceeded sales goals.
- ▶ Oversaw cash intake, daily cash accounting, and inventory management. Assisted customers by providing prompt, courteous service. Participated in recruiting, training and supervision of new sales representatives.
- ▶ Open and closed kiosks with no supervision. Cleaned and maintained premises.

EDUCATION

Name of High School, City, State

June 2006

- ▶ Graduate: College Prep Coursework

COMMUNITY SERVICE

Volunteer

Name of Organization, City, State

June 2003 – June 2006

- ▶ Provided voluntary support services in the care and grooming of horses and maintenance of various equestrian equipment for this therapeutic horseback riding program serving local mentally and physically challenged youth and young adults. Communicated with riders and caregivers on issues regarding general facility operations and safety procedures.