

Eileen Tambor

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Portland, Oregon 97894

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OBJECTIVE

Customer Service Representative

QUALIFICATIONS

CUSTOMER SERVICE

- Received "Outstanding Customer Service Award of the Year"
- Dealt with up to 100 customers daily
- Assisted customers in locating merchandise and making purchasing decisions
- Increased monthly sales approximately \$1,000 by utilizing add-on sales techniques
- Demonstrated interest in customers by carefully listening for their key concerns and resolving their problems
- Effectively handled irate customers and complaints in a friendly, patient manner

MERCHANDISING/MARKETING

- Assisted manager in analyzing sales and marketing trends for purchasing seasonal merchandise
- Designed creative window and in-store displays to increase sales
- Created innovative promotional materials
- Stocked, priced, and inventoried merchandise

ADMINISTRATIVE

- Produced daily, weekly, and monthly sales reports
- Balanced cash drawer with consistently high level of accuracy

EMPLOYMENT HISTORY

Retail Associate – Nordstrom's, Portland, OR, 1999-2001

Retail Sales Representative – Wal-Mart, Newport, OR, 1998-99

Waitress – Mo's Restaurant, Newport, OR, 1996-97

EDUCATION AND TRAINING

Numerous seminars on Sales and Customer Service

A.A.S., Graphic Design - Portland Community College, will graduate June, 2003

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