1020 SW Clarandon Drive Portland, Oregon 97894 503-389-7540 tambor44@home.com

## 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, 1995-97

#### EDUCATION AND TRAINING

Numerous seminars on Sales and Customer Service A.A.S., Graphic Design - Portland Community College, will graduate June, 2003

# **Objectives For Customer Service Resume**

**Jin-Ying Zhang** 

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