

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, 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

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Table of Contents Objectives For Customer Service Resume

1. Understanding the eBook Objectives For Customer Service Resume
 - The Rise of Digital Reading Objectives For Customer Service Resume
 - Advantages of eBooks Over Traditional Books
2. Identifying Objectives For Customer Service Resume
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Objectives For Customer Service Resume
 - User-Friendly Interface
4. Exploring eBook Recommendations from Objectives For Customer Service Resume
 - Personalized Recommendations
 - Objectives For Customer Service Resume User Reviews and Ratings
 - Objectives For Customer Service Resume and Bestseller Lists
5. Accessing Objectives For Customer Service Resume Free and Paid eBooks
 - Objectives For Customer Service Resume Public Domain eBooks
 - Objectives For Customer Service Resume eBook Subscription Services
 - Objectives For Customer Service Resume Budget-Friendly Options
6. Navigating Objectives For Customer Service Resume eBook Formats

- ePub, PDF, MOBI, and More
 - Objectives For Customer Service Resume Compatibility with Devices
 - Objectives For Customer Service Resume Enhanced eBook Features
7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Objectives For Customer Service Resume
 - Highlighting and Note-Taking Objectives For Customer Service Resume
 - Interactive Elements Objectives For Customer Service Resume
 8. Staying Engaged with Objectives For Customer Service Resume
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Objectives For Customer Service Resume
 9. Balancing eBooks and Physical Books Objectives For Customer Service Resume
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Objectives For Customer Service Resume
 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
 11. Cultivating a Reading Routine Objectives For Customer Service Resume
 - Setting Reading Goals Objectives For Customer Service Resume
 - Carving Out Dedicated Reading Time
 12. Sourcing Reliable Information of Objectives For Customer Service Resume
 - Fact-Checking eBook Content of Objectives For Customer Service Resume
 - Distinguishing Credible Sources
 13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development
 - Exploring Educational eBooks
 14. Embracing eBook Trends
 - Integration of Multimedia Elements
 - Interactive and Gamified eBooks

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