

Sara E. King

Denver, Co

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Educated and Adaptable Professional

9+ years experience building relationships between businesses and their customers

Highly competent professional who thrives on ensuring customer satisfaction in the offices, on the phone and in email. Great communicator who excels at learning complex database applications and following detailed administrative protocols. Highly efficient customer service agent with a passion for troubleshooting problems, creating solutions, and providing high-quality service that delights customers, increases retention and improves conversions.

- Skills in Microsoft office including Excel
- Organizational skills
- Able to type 54 WPM
- Writing and communication skills
- Excellent multitasker
- Time management skills

Work History

VITAMIN COTTAGE January, 2012 – Present

Head Cashier

As a head cashier, I deliver outstanding customer service by ensuring customer concerns are promptly dealt with. I maximize my knowledge of vitamins and supplements by actively engaging sales representatives, taking online courses and reading up on new and existing products in order to both grow in my profession and be able to assist other employees in growing in theirs.

- Responsible for training new employees
- Filing, retrieving, and preparing documents, correspondence, and reports
- Helped customers resolve issues by providing front-line customer service
- Organized inventory to keep products in stock, clean and up to date
- Ordering supplies and equipment
- Cash handling

UOKI RESTAURANT December, 2010 – January, 2012

Lead Server

I provided excellent customer service based on warmth and professionalism. I handled all of the cash and credit transactions on busy nights. I was responsible for cleaning, organizing and stocking the front end of the restaurant.

- Trained new staff on menu options and stellar customer service procedures
- Waited on customers, able to multitask while engaging people around me
- Assisted in the hiring of new employees

AMERICAN CENSUS BUREAU February, 2010 –November, 2010

Census Clerk

Conducted face to face and over the phone interviews to gather and report information pertinent to the United States Census.

- Performed computer data entry using Microsoft Word, Excel, Access and other software programs
- Gathered statistics through face to face meetings as well as phone interviews
- Organized data into Office suites and Government Databases

Education

BA, Philosophy (2009)

University of Colorado Denver

References

Nathan DeWaele, Toastmasters Marketing Representative (720) 771-8525

Jenn Gunn, Vitamin Manager (402) 981-3084

Jason Cordova, Co-worker at Vitamin Cottage (720) 434-8457

