

CUSTOMER SERVICE / STORE ATTENDANT

Innovative Placements

(716) 883-1793

atodaro@innovativeplacementswny.com

SUMMARY of QUALIFICATIONS

- Award-winning customer service provider- recipient of numerous Mystery Shopper Awards
- Supervisory and training experience (up to 15 employees)
- 11 years+ retail and merchandising experience
- Excellent communication skills
- Dependable and safety conscious

EMPLOYMENT HISTORY

Big Four North East Cleaners, Buffalo, NY 2006 – 2007

Clerk

- Greeted Customers.
- Received garments/articles to be laundered and dry-cleaned from patrons.
- Completed laundry/dry-cleaning tickets and indicated type of service to be performed.
- Prepared garments for processing and pick-up.

JD Gifts/ Thunder Theater, Niagara Falls, NY 2004

Manager

- Responsible for the efficient operations of a quality retail sales operation.
- Supervised theater crew.
- Provided store maintenance and security.
- Supervised daily operations of the gift shop; greeted and assisted public in selecting gifts and other merchandise; supervised staff also engaged in service to the public, selling, and assisting buyers.

Grayline Niagara- Gift Shops, Tonawanda, NY 2001 – 2004

Assistant Manager

- Responsible for operations of opening and closing the store.
- Supervised and coordinated the work of assigned staff; planned staff work schedules according to projected business levels.
- Maintained inventory and pricing policies.
- Provided excellent customer service; fostered repeat clientele by exceeding expectations.

Blockbuster Video, Amherst, NY

2000 – 2002

Assistant Manager

- Created a positive store atmosphere by greeting, and providing a pleasant and friendly experience.
- Proactively engaged customers in conversation about store products.
- Resolved customers' issues and demonstrated empathy for customers' situations when needed.
- Processed transactions quickly and without errors while utilizing the stores computerized system and maintained member accounts.
- Ensured store appearance was in compliance with ongoing marketing programs, products were displayed timely and appropriately, and the store was clean and maintained per company standards.

Tops Market, Amherst, NY

1999 – 2000

Clerk

- Properly handled products and equipment in accordance with food and safety guidelines to ensure a safe work and shopping environment.
- Provided products and services that meet requirements of internal and external customers at all times and abided by the companies values.
- Stocked merchandise and maintained shelves and displays in the produce department.
- Maintained cleanliness of equipment, utensils, and display cases to ensure safety and sanitation regulations were met within each department.