

High School Student's Name

City, State 23435 | (757) 555-1212 | email@gmail.com | LinkedInaddress

CUSTOMER SERVICE SPECIALIST

PROFESSIONAL PROFILE

Inspiring and driven **customer service professional** with three years of success in serving clients in retail and food industries. Lifelong learner continuously seeking to improve leadership skills and gain international business knowledge through advanced academic programs. Effective at sales, public speaking, group leadership, and mentoring. Passionate about helping individuals grow and perform at their fullest potential. Active participant in school clubs and community organizations.

EDUCATION & CERTIFICATIONS

Associate of Arts and Sciences in General Studies, Paul D. Camp Community College, Magna Cum Laude, 2017
Certificate, General Education, Paul D. Camp Community College, 2017
Advanced General Education Diploma, Nansemond River High School, Honors, 2017
Certificate, Workplace Readiness Skills for the Commonwealth of VA, 2017
Certificate, The WISE Financial Literacy, 2015

CORE SKILLS & COMPETENCIES

Photoshop | Microsoft Office: Excel, Word, PowerPoint, Access | Leadership & Development | Customer Service | Cash Handling | Theater: Acting, Competitive Theatre, Technical Support | Public Speaking | Escalation Management | Teamwork

EXPERIENCE

CUSTOMER SERVICE ASSOCIATE

2015 - Present

WALGREENS, Suffolk, VA

Provide customer service and process sales transactions. Assist with locating and selecting store products. Balance cash register daily. Stock and present products for promotions and marketing displays.

- Trained 10 new associates on job skills and processes to ensure expedited onboarding time.
- Received an Extraordinary Customer Care Service Champion of the Month Award in 2016.
- Recognized as the top seller and number one sales representative in suggestive sales storewide.
- Led the fundraising efforts and achieved the highest number of donations for Leukemia Awareness and other charitable events.

JR. ASSISTANT MANAGER | VOLUNTEER

2014 – 2016

SUFFOLK YOUTH ATHLETIC ORGANIZATION (SYAA), Suffolk, VA

Dedicated over 200 community service hours. Prepared and sold food during soccer games at the concession stand. Handled cash and credit card payments and ensured accuracy of transactions.

- Trained 24 new volunteers to assist with high-traffic operation during peak hours.
- Delivered exceptional customer services to over 150 customers daily and received zero service complaints.

ASSOCIATIONS AND COMMUNITY SERVICE

FBLA - President, 2016-2017 | 1st place winner at Regional and State competition for Job Interview event | 1st place winner of the Tidewater Region in Public Speaking II and 5th in the State of Virginia, 2015-2017

BETA - 3rd place award winner in banner group competition | 25 community service hours, 2015-2017

Virginia Theatre Association (VTA) & Virginia High School League (VHSL), High School Theatre Clubs – Actor | Senior Audition (with call backs) | Improv Event Member | On-Spot Play Writing Contestant | Stage Design Support Team Member, 2013-2017

Driver Junior Express - Community Enhancement Services by children and youth of Driver, VA, 2006-2012

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