

## Overview

- 8+ years experience in customer service.
- 5+ years supervisory experience.
- Extensive experience with computers including data entry, Excel, etc.

### Key Words

hours duties included customer experience part stocking data taking years

### Similar Resumes

## Objective

- To obtain employment in an organization where my experience and skills will be put to use in a challenging but rewarding environment.

## Employment History

5/10 - 9/16

### Alorica (Formerly West Corporation)

Omaha, NE  
Operations Supervisor

- Started with West as a frontline agent, promoted to Team Lead and then Supervisor.
  - Supervisor duties included supporting and developing the team through constant feedback and coaching.
  - Performed all hiring while supervisor.
  - Acted as a go-between for Alorica and our client to ensure goals were met and properly communicated.
- Salaried \$31,000/year

01/10-04/10

### Petsmart

Omaha, NE  
Cashier/Petcare Specialist

- Job duties included customer service, stocking shelves and taking care of small animals.
  - Opening and closing responsibilities, including organizing, cleaning and register work.
- \$8.25 per hour. Part time. 15 to 25 hours per week.

09/08-03/09

### Shopko

Lincoln, NE  
Hardlines Specialist

- Job duties included customer service, cashiering, presentation, cleaning, stocking shelves and pricing.
  - Over the holidays I went to overnight hours and performed more store maintenance and preparation.
  - Forklift trained but not licensed.
- \$7.25 per hour. Full time. 40 hours per week.

02/08-08/08

### JC Penneys

Omaha, NE  
Shoe Associate

- Job duties included customer service, cashiering, presentation, cleaning and stocking shelves.
- \$6.00 per hour plus commission on shoes sold. Part time. 10 - 25 hours per week.

09/07-12/07

### Great Plains Metallurgical

Omaha, NE  
Worker

- Job duties included data entry, taking calls, organizing tools, filing, painting and cleaning.
  - Started on as just doing data entry, as it was finished more responsibilities were added to keep hours consistent.
- \$8.00 per hour. Part time. 15 - 30 hours per week.

2003-2007

### Westside High School

Omaha, NE  
*Diploma*

- ° Cumulative GPA - 2.7

2009-2010

### Metropolitan Community College

Omaha, NE  
*Business Management*

- ° Cumulative GPA - 3.6
- ° Finished classes in Accounting and Business Management.

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