

Evy Torres

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Summary

Personable Customer Service Associate dedicated to providing the highest level of customer service.
Outgoing, and efficient with the capacity to multi-task.

Highlights

- Organized
- Detail-oriented
- Cash handling
- Excellent multi-tasker
- Energetic self-starter
- Reliable and punctual

Accomplishments

- Received 7 "exceeds expectations" ratings on performance reviews.
- Received 3 "above expectations" ratings on performance reviews.
- Protective Services
- Applied safety procedures and policies as outlined in Department Safety Manual.
- Routinely helped as many as 32 customers each day in a high-volume retail store.

Experience

01/2008-08/2011 Starbucks Richmond, Ca

08/2011-Current Starbucks Hayward, Ca

- Built customer confidence by actively listening to their concerns and giving appropriate feedback.
- Answered customers questions and addressed problems and complaints in person and via phone.
- Balanced the needs of multiple customers simultaneously in a fast-paced retail environment.
- Offered direction and gave constructive feedback to motivate team members.
- Offered exceptional customer service to differentiate and promote the company brand.
- Helped customers select products that best fit their personal needs.
- Informed customers about all product lines and services offered by the company.
- Communicated information to customers about product quality, value, style and trends.
- Kept current on market and product trends to effectively answer customer questions.
- Built and maintained effective relationships with peers and upper management.

10/2007-01/2008 Target Richmond, Ca

Cashier/Customer Service

- Exchanged returned merchandise for customers quickly and efficiently.
- Offered Target Red credit applications upon check out, converting 3 out of 5 customers into card-holders.
- Demonstrated that customers come first by serving them with a sense of urgency.
- Worked as a team member to provide the highest level of service to customers.
- Maintained friendly and professional customer interactions.
- Delivered excellent customer service by greeting and assisting each customer.
- Stocked and restocked inventory when shipments were received.
- Reorganized the sales floor to meet company demands.

Education

2001 AMA Computer Learning Center- Philippines
Computer System Technician
Graduate