

Stephen Nicer

1775 Quimby Road, San Jose CA, 95122

1 (408) 609-9870

1 (408) 533-2867

Email: nicer.stephen@gmail.com

SUMMARY OF EXPERIENCE

- Worked as a front desk/receptionist in an optometry clinic
- Worked as a Lead Associate for an on-growing retail company.
- 2 years of working on customer service and satisfaction, for fast-paced and trendy stores in busy and high-end malls
- Capable of handling a variety of tasks, like answering multiple phone calls
- Capable of providing training to new staff
- Capable of handling &recognizing money well

CAREER HISTORY

Employer : HMB Eldercare Providers, 1950 Park Ave. San Jose, CA 95126

Position Held : CNA assistant

Period of Service : July 2013- current

Salary : \$11.00/ hour

Assignments : Assist CNA with moving patients around the house

Employer : Eye Site Optometry, 2009 Tully Rd, San Jose CA, 95122

Position : Front Desk/ Receptionist/ Sales Associate

Period of Service : June 2013-july 2013

Salary : \$10.00/hour

Assignments : Ability to search insurances through computer
: Established good business relationship with staff and customers
: Ability to switch duties as needed (eg. from floor control to front desk duties)

Employer : Foreign Exchange, Great Mall Outlet

Position Held : Lead sales associate

Period of Service : august 2012 – May 2013

Salary : \$9.50/hour

Accomplishments : Ability to answer phone calls and attend to customers wants and needs
: Established good business relationship with current members
: Learned other duties aside from position (stock and sales floor, as well)
: Ability to switch duties as needed (eg. from floor control to cashier duties)

Employer : Forever 21/ Greatmall Outlet
Production : Retail
Position : Sales Associate
Period of Service : March 2012 - August 2012
Salary : \$9.00/hour
Assignments : Provided customer service and satisfaction while maintaining a clean and "shoppable" store
: To learn all concepts of the store (every floor-set)

Employer : Saratoga Retirement Community / 14500 Fruitvale Ave, Saratoga, CA 95070
Position Held : Food Server
Period of Service : September 2011– January 2012
Salary : \$9.00/hour
Accomplishments : Ability to serve food in a properly manner
: Established good relationship with the elderly residents
: Developed a friendly attitude when dealing with customers.

ACADEMIC & PROFESSIONAL QUALIFICATIONS

High School Degree : William C Overfelt Highschool, San Jose, California
College : Mission College, Santa Clara, California
Computer Knowledge : MS Office, etc.

References:

1. **Honey M. Ballesteros** – Manager/ business owner
(408)661-7075, (408)416-8462
2. **My Diep** – friend for 5 years
(408) 202-1669
3. **Tristan Umali** – District Manager
(714)791-2117