

**Niumoefanga Franco**

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### **Career Overview**

My first job was being a caregiver and then I had started to work for retail

### **Core Strength**

- My skills are I'm friendly person, I can multitask
- Energetic work and attitude
- Listening skills
- Excellent communication skills
- Opening closing procedures
- I choose not to socials while I'm working to get everything done on time and the right way
- customer service
- Telephone inquiries
- Floor set design and visual displays
- Store Maintenance
- adaptive team player

### **Accomplishments**

- Worked with company systems such as live support and digently completed all assigned tasks, working overtime as needed. Conflict Resolution
- Responsible for handling customer account inquiries, accurately providing information to ensure resolution of product/service complaints and customer satisfaction.
- Customer Interface
- Multitasking
- Assisted customers over the phone regarding store operations, product, promotions and orders

## **Work Experience**

December 2011- Home Goods  
November 2012 San Carlos

### **Merchandising/Receiving**

- Organized weekly sales reports for the sales department to track product
- Greeted customers entering the store to ascertain what each customer wanted or needed
- Described product to customer accurately explained details and care of merchandise
- answered questions regarding store and products, while maintaining knowledge of current sales and store promotions
- assisted customers in person and via telephone

June 2012- Mikis Fresh Market  
December 2012 Palo Alto

- Front End / Bagger
- Customer Service
- Organized Stocking
- Price Checks for Produce and etc. Grocery
- Cleaning
- Closing

January 2013- Carter's Redwood City  
February 2013

- Customer Service
- Cashier / Front End
- Organizing , Sorting Clearance Rack
- Customer Service
- Cleaning Aisle

March 2013- Labor Ready  
September 2013

- Server
- Clean

September2013- Shell's Gas Station  
January2014

- Cashier
- Customer Service
- Cleaning
- Food Warm up
- Making Coffe