

## Breeann Ah Sam

San Jose, CA

(408) 991-3574

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### **OBJECTIVE: To obtain a Customer Service Position**

#### **Skills Profile:**

- Processed and reviewed business contracts for construction bids
- Proficient in reorganizing filing system for better time management and client queries
- Organized company Relocation of 100+ employees from San Jose, CA to Benicia, CA
- Experienced in policies to reduce inventory shrinkage due to employee theft
- 4 Solid years customer service experience
- 4 years clerical receptionist experience
- Working Microsoft Office knowledge
- Able to work with confidential information
- Excel in fast Paced Settings
- Effective communicator and listener
- Quick Learner and able to troubleshoot and resolve issues
- Assisted in Trade shows to promote company products and brand name

#### **EXPERIENCE:**

2007-2009     *Flames Coffee Shop, San Jose, CA*

##### **Hostess**

- Provided excellent customer service which created satisfied and returning customers
- Excellent cashiering duties by processing cash, credit and debit card transactions
- Took and processed food orders quickly and efficiently
- Seated customers while managing server stations for occupancy levels-prevented overflow in all stations
- Handled customer queries, problems and resolved issues
- Ensured cleanliness and sanitation guidelines where met for the restaurant
- Organized shelves, racks and display cases and kept tables organized

2007-2007     *Mechanical Air Service, San Jose, CA*

##### **Receptionist**

- Provided excellent customer service at all times
- Answered and transferred phone calls
- Worked on a switchboard taking and conveying messages
- Produced office correspondence and contracts for heating and air conditioning service installation
- Received and processed correspondences for distribution, filing, faxing & copying

Breeann K Ah Sam  
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408-991-3574

**Employment References**

|                 |                            |              |
|-----------------|----------------------------|--------------|
| Debra Wilson    | Flames Coffee Shop         | 408-402-1974 |
| Teresa Rothney  | Flatiron /FCI Constructors | 707-631-1989 |
| Sarah Erickson  | Keenan & Associates        | 408-829-0362 |
| Kristyna Harris | Macys West                 | 916-749-5409 |