

# J E R M A I C A F R E E M A N

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Objective:	Retail Sales and Office Administration		
ADDITIONAL SKILLS:			
ACCOUNTS PAYABLE	GENERAL HUMAN RESOURCES	SUPERVISING	OSHA CHEMICAL SAFETY
INCIDENT REPORTS	MULTI-LINE PHONES	SCHEDULING	MICROSOFT OFFICE (WORD, EXCEL)
10-KEY (12,000 KPH)	OFFICE MACHINERY	MONTHLY REPORTS	DATABASE CUSTODIAN
MARKETING & SALES	RESEARCH	SPREADSHEETS	POWERPOINT PRESENTATIONS

## OFFICE ADMINISTRATION

- Prepared invoices, reports, memos, letters, financial statements and other documents, using word processing, spreadsheet, database, or presentation software.
- Answered phone calls and direct calls to appropriate parties or take messages.
- Conducted research, compile data, and prepares papers for consideration and presentation by executives, committees and boards of directors.
- Attends meetings to record minutes.
- Greets visitors and determine whether they should be given access to specific individuals.
- Reads and analyzes incoming memos, submissions, and reports to determine their significance and plan their distribution.
- Performs general office duties, such as ordering supplies, maintaining records management database systems, and performing basic bookkeeping work.
- Opens, sorts, and distributes incoming correspondence, including faxes and email.

**MICROSOFT (WORD) \* CASH HANDLING \* RETAIL ADMINISTRATION \* CALL CENTER SUPPORT \***  
**OFFICE ADMINISTRATION \* INTERNET SAVVY \* INVENTORY SPECIALIST \***

## CUSTOMER SERVICE REPRESENTATIVE

- Provided customer service by greeting and assisting customers, and responding to customer inquiries and complaints.
- Monitored sales activities to ensure that customers receive satisfactory service and quality goods.
- Assigned employees to specific duties.
- Directed and supervised employees engaged in sales, inventory-taking, reconciling cash receipts, or in performing services for customers.
- Inventoried stock and reorders when inventory drops to a specified level; Keeps records of purchases, sales, and requisitions.
- Enforced safety, health, and security rules.
- Examined products purchased for resale or received for storage to assess the condition of each product or item.
- Trained and evaluated personnel in sales or marketing establishments, promoting or firing workers when appropriate.
- Performed work activities of subordinates, such as cleaning and organizing shelves and displays and selling merchandise.
- Established and implemented policies, goals, objectives, and procedures for their department.
- Formulated pricing policies for merchandise, according to profitability requirements.
- Estimated consumer demand and determines the types and amounts of goods to be sold.
- Examined merchandise to ensure that it is correctly priced and displayed and that it functions as advertised.
- Planned and prepared work schedules and kept records of employees' work schedules and time cards.
- Reviewed inventory and sales records to prepare reports for management and budget departments.
- Coordinated advertising campaigns and sales promotions, and prepare merchandise displays and advertising copy.
- Established credit and operating procedures; authorize payments and merchandise returns.

## Work History:

Hostess, Stone Town Restaurant, Cleveland, OH	04/2013 – 06/2013
Landscaper, FCC Dublin, Dublin, CA	04/2012 – 03/2013
Cashier, Wal-Mart Super Center, Oakland, CA	06/2010 – 12/2010
Cashier, Home Depot, Oakland, CA	05/2008 – 11/2008
Assistant Manager, Palmers Hauling Co, Oakland, CA	02/2005 – 02/2008
Editor, The Pacific News Service, San Francisco, CA	11/2004 – 06/2005

## Education:

Medical Assistant Certificate, Everest College, Hayward, CA

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