

Justina Lee

Pittsburg, CA ■ 510-417-5294 ■ jbrielle@gmail.com

High Level of Computer Skills:

MS Word, Excel, Publisher, PowerPoint, Access.

Customer Service Skills:

Excellent written and Verbal Communication, Time Management, Situation Evaluation and Analysis, Excellent problem solving, strong leadership skills.

Certifications:

Adult, Infant, Child CPR/AED

Education:

Pleasant Hill Adventist Academy 2008-2012
La Sierra University 2012-Present

Accomplishments:

Completed High School with a 3.0 GPA

Successfully completed third year of college.

References:

Maxine Ussery
Oakland Post Newspaper, COO
510-287-8200

Doris Walker
Hilltop Christian School, Teacher
925-754-1468

Objective

Seeking a position with a company that will allow me to fully utilize my communication, organizational, and problem solving skills with the potential for growth.

Experience

La Sierra Fitness Center — Riverside, CA

Customer Services, 2014 - Present

Provide customer service support tasks as follows:

- Greeted customers, assessed customer needs
- Opened and closed facility
- Cleaned equipment and facility
- Opened and renewed fitness memberships. Monitored for expired accounts
- Ensured customers had safe and fun experience
- Processed customer transactions quickly, efficiently, and accurately. Followed policies/procedures
- Cash, Credit Card, and Check handling. Balanced cash register and receipts at the end of the day
- Performed other duties as assigned

KFC — Pittsburg, CA

Customer Services, Summer 2013

Provide customer service support tasks as follows:

- Greeted customers, assessed customer needs
- Frontline service rep for counter and drive-up window
- Processed customer transactions quickly, efficiently, and accurately. Followed policies/procedures to minimize losses
- Stocked supplies
- Cleaned facility
- Apprentice cook
- Fun and friendly nature; value customers and takes complete pleasure in every kind of work
- Cash & Credit Card. Balanced cash register and receipts at the end of the day
- Performed other duties as assigned

Oakland Post Newspaper — Oakland, CA

Customer Services, 2011 - 2012

Provide customer service support tasks as follows:

- Greeted customers, assessed customer needs, and educated customers on the benefits of purchasing advertisements in the newspaper
- Supported the newspaper's sales objectives and campaigns by selling advertisements and subscriptions. Opened new accounts, performed other duties as assigned
- Processed customer transactions quickly, efficiently, and accurately. Followed policies/procedures to minimize losses
- Wrote and Edited Articles in a timely manner in order to meet deadlines
- Answered telephone and mail inquiries. Researched and resolved customer issues in a timely manner
- Cash, Credit Card, and Check handling. Balanced reports and invoices at the end of the day
- Performed other duties as assigned