

Virginia Ruth Coleman

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6/25 Thurs  
wed@  
930AM

**Retail Customer Service Representative -**

• Exceptional Customer Service Background • Building Relationships • Problem Solver • Track record for increasing Annual Sales • Business-to-Business Development • Strategic Planning • Strong Page 1 Telephone/Telemarketing Skills.

**•PROFILE SUMMARY•**

Resourceful and personable individual possessing the capability of providing prompt, efficient and courteous customer service. Proficient in handling customers' concerns and needs.  
Good all-round communicator with ability to work with individuals on all economic levels in a company or business.

**•MAJOR STRENGTHS•**

» Microsoft Office Word	» Spreadsheets & Reports	» Training/Development
» Building Rapport	» Setting up Appointments	» Business Communications
» Flexibility & Adaptability	» Problem Solving	» Strategic Planning

**•ADDITIONAL SKILLS OFFERED•**

**Multicultural Sensitivity/Awareness**

- » Strengths include cultural sensitivity and an ability to build rapport with a diverse workforce in multicultural settings

**Teamwork**

- » Resourceful team player who excels at building trusting relationships with customers and colleagues

**•EXPERIENCE•**

**04/04/06 – 04/25/14 – Account Executive/Customer Service Representative –**

**Hearst Media Services – San Francisco, CA**

- » Working closely with business owners in building their business.
- » Microsoft Word, Excel Spreadsheets, Reporting, 10-Key,
- » Telemarketing / Increasing annual sales goals and objective s.
- » Problem solving billing concerns/balancing accounts.
- » Monthly Strategic Planning/Appointment Setting/Calendar Scheduling
- » Working with a multi economic and diverse customer base

**02/05/01 – 3/27/06 – Account Executive Customer Service Representative –**

**Oakland Tribune c/o ANG Newspapers – Oakland, CA**

- » Service and maintain over 35 customer accounts
- » Prospecting for new business in person, over telephone
- » Training new employees on the job overall job duties and territories.
- » Problem solving billing issues
- » Telemarketing/Appointment Scheduling
- » Business communications with the local, corporate and regional owners.