

Virginia Ruth Coleman

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Thurs  
6/25 wed @

9:30 AM

### 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
- » Building Rapport
- » Flexibility & Adaptability

- » Spreadsheets & Reports
- » Setting up Appointments
- » Problem Solving

- » Training/Development
- » Business Communications
- » 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.