

LASHECHA RHODES

8327 Fair Oaks Blvd Carmichael, CA 95608 Cell:415-637-6554 E-Mail: teamlashecha@gmail.com

Professional Summary

Enthusiastic customer service/telesales representative with in-depth knowledge of sales, account management and training. Energetic, reliable with extensive track record in demanding sales and account management environments. Personable and responsible Cashier with 3 years in retail and customer service. Solid team player with upbeat, positive attitude.

Skill Highlights

Strong organizational skills	Seasoned in conflict resolution	Courteous demeanor	Store maintenance ability
Active listening skills	Sharp problem solver	Energetic work attitude	Top sales performer

Work Experience

Grass Roots Campaigns	<i>Paid Advocate /Fundraiser</i>	Sacramento, CA	Jan 2015 to Mar 2015
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- Organized weekly sales reports for the sales department to track product success.
- Excelled in exceeding daily credit card application goals.
- Developed highly empathetic client relationships and earned reputation for exceeding sales goals.
- Prepared and sold broad range of customized merchandise to individuals and commercial accounts.

ACT	<i>Customer Service Representative</i>	Carmichael, CA	Nov 2014 to Oct 2014
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- Collected customer feedback and made process changes to exceed customer satisfaction goals.
- Provided accurate and appropriate information in response to customer inquiries.
- Demonstrated mastery of customer service call script within specified timeframes.
- Maintained up-to-date records at all times.
- Addressed customer service inquiries in a timely and accurate fashion.
- Worked with upper management to ensure appropriate changes were made to improve customer satisfaction.
- Formulated and enforced Service Center policies, procedures and quality assurance measures.
- Built customer loyalty by placing follow-up calls for customers who reported product issues.
- Facilitated information flow between customer service, account management operations, quality assurance, training and payroll departments to guarantee call center objectives were met.

Gymboree	<i>Cashier</i>	Shreveport, LA	May 2013 to Sept 2013
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- Answered customers' questions and addressed problems and complaints in person and via phone.
- Opened and closed the store, which included counting cash drawers and making bank deposits.
- Consulted with customers on the latest styles and trends.

Child Action	<i>Child Care Provider</i>	Sacramento, CA	April 2011 to Feb 2012
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- Taught children safe behavior such as seeking adult assistance and avoiding contact with unsafe objects.
- Redirected children to encourage safe, positive behaviors.
- Supervised children while parents were on vacation, business trips and weekend getaways.
- Physically and verbally interacted with children throughout the day.
- Offered detailed daily reports that outlined each child's day.
- Engaged children with games and puzzles.
- Maintained accurate daily records of children's individual activities, behaviors, meals and naps.
- Maintained a child-friendly environment with engaging activities and continuous access to the outdoors.

Walmart	<i>Cashier/Customer Service</i>	Carmichael, CA	Mar 2008 to Oct 2010
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- Maintained up-to-date knowledge of store policies regarding payments, returns and exchanges.
- Answered customers' questions and addressed problems and complaints in person and via phone.
- Helped customers select products that best fit their personal needs.
- Kept the showroom clean and maintained neat, orderly product displays.

Family Dollar	<i>Cashier/Customer Service</i>	Homer, LA	Feb 2007 to Oct 2007
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- Maintained up-to-date knowledge of store policies regarding payments, returns and exchanges.
- Organized weekly sales reports for the sales department to track product success.
- Excelled in exceeding daily credit card application goals.
- Worked as a team member performing cashier duties, product assistance and cleaning.

Education

Homer High School	High School Diploma	Homer City, Louisiana	2007
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