

Dawn Rhodes

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**OBJECTIVE: ADMINISTRATIVE ASSISTANT**

**SUMMARY:** Over 7 years of customer service, provides high attention to customers

Certified in Microsoft Word 2007, Excel, Power Point and Access

Scheduled car rental, hotel reservations using Auto Clerk computer software

**"Certified Greeter"**

Dependable, professional, excellent organizational, communication skills

**WORK EXPERIENCE:**

Sports Authority 2016

**Sales Associate-Closing Shift**

Greeted customers and assisted them to find shoes and other items they needed and purchased in the store.

Walmart Store 2015/2016

**Toy Sales Associate/Cashier-Closing Shift**

Greeted customers and assisted them to find items they were interested in purchasing.

Restocked toys, straightened items on shelves. Claimed damaged items.

The Luggage Center 2013-2014

**Luggage Sales Associate-Opening and Closing Store**

Readied and counted cash register. Kept daily accounts, printed out daily records. Assisted customers

To plan and organize their traveling needs for business and leisure travel.

Developed customer relationships to provide a pleasant shopping experience and plan a packing system to fit their travel style.

Landmark Event Staff Service-2009/2012

**Usher/Security/Ticket Scanner**

Served customers with a warm welcoming. Scanned tickets. Bag checks to secure there were no drugs, alcohol and no weapons were found in bags, purses and back packs. Insured certain items were not brought into stadium. Checked badged for security of credential workers to allow entering in stadium.

Followed instructions on safety and how to respond to emergencies.

**Manpower Group 2012/2014**

Janitorial Position

H&R Block Financial Service-2007/2009

**Customer Service Coordinator**

Opened Office. Turned lights on , Readied Computer, cash register. Answered phones in a professional manner. Scheduled/Rescheduled appointments on client manager. Greeted clients and introduced them to tax professionals for a tax consultation. Checked proper informationon Drivers Licenses. Filed Documents, closed and reconciled computerized cash register. Printed cash register forms, wrote cash receipts for bank deposits

**EDUCATION:**

Connect Employment Agency-Nova Classes

Work2Future program, Earned Office Certificates from Del Mar Adult Education

Phillip's Junior College, Campbell, CA 1989-10/1991