

Andrea Villegas

San Jose, CA 95131 Mobile: 408-337-7512 villegas_andrea@ymail.com

Customer Service professional with background in retail sales and front desk cashiering. Highly familiar with merchandising logistics and point of sale process. Proven ability to balance priorities and exceed customer service expectations. Excellent presentation and communication skills.

- HIGHLIGHTS -

Time Management Customer Service Success Driven

PROFESSIONAL EXPERIENCE:

Cashier/Customer Service Rep Goodwill of Silicon Valley, San Jose, CA 01/14 - Current

- Management of Front Service Counter offering exceptional service to promote sales
- Handled daily sales quota by assisting customers with in store purchases
- Ability to perform complex payment options (cash, credit, discount coupons)
- Management of current inventory; merchandise counters; daily specials; weekly specials
- Mentor and train new cashiers

Sales/Customer Service Clerk Demo Services, San Jose, CA 05/09 - 10/13

- Serviced sample of food and drinks to customers; assisted with daily specials
- Assisted with monthly sales quota by promoting new food items
- Answered phones; answered food product inquiries

Customer Service Rep/Cashier Marshall's, San Jose, CA 06/06 - 01/09

- Assisted customers with purchases and returns on merchandise; handled in-store inquiries on related store products
- Handled daily cash drawer and balancing of cashier drawers
- Managed daily merchandise specials; stocking new inventory and go backs
- Assisted customers in fitting room; clothes and store merchandise inquiries

EDUCATION:

Evergreen Valley College, San Jose, CA

Associate of Arts Degree - Expected graduation date of December 2016

Independence High Adult Ed, San Jose, CA

Diploma, Graduated 2012

SOFTWARE:

MS Office, Word, Outlook, Internet Research, Google Docs, Email, Point of Sale Software

VOLUNTEER WORK:

Youth Coordinator- Summer Camp Activities 2013