

# ONNA DOAN

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San Bernardino, CA 92404

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## Professional Summary

Friendly and enthusiastic server with 6 years of specialization in customer service. Able to learn new tasks quickly and proficient in growing key customer relationships. Represent establishment with friendly, professional demeanor at all times.

## Skills

- Customer and Personal Service
- Speaking
- Time Management
- Learning Strategies
- Active Listening
- Social Perceptiveness
- Coordination

## Experience

*Stock Clerk*  
*Amazon*

*Oct 2016 — Nov 2016*  
*San Bernardino, CA*

- Compare merchandise invoices to items actually received to ensure that shipments are correct.
- Take inventory or examine merchandise to identify items to be reordered or replenished.
- Pack customer purchases in bags or cartons.
- Stock shelves, racks, cases, bins, and tables with new or transferred merchandise.

*Customer Service*  
*Walmart*

*Jan 2000 — Jun 2004*  
*San Bernardino, CA*

- Confer with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
- Check to ensure that appropriate changes were made to resolve customers' problems.
- Determine charges for services requested, collect deposits or payments, or arrange for billing.
- Resolve customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills.
- Compare disputed merchandise with original requisitions and information from invoices and prepare invoices for returned goods.
- Review claims adjustments with dealers, examining parts claimed to be defective, and approving or disapproving dealers' claims.

*Customer Service*  
*JC Penny*

*Feb 1993 — Aug 1995*  
*San Bernardino, CA*

- Confer with customers by telephone or in person to provide information about