

RHEALENE NAVARRO-LOPEZ

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OBJECTIVE

Obtain a position that demands proficiency in customer service skills, and clerical skills where I can be a positive addition to a great company.

PROFESSIONAL PROFILE

- Ambitious and self-driven individual with more than 6 years of customer service experience.
- Reliable and responsible to show punctuality in work habits.
- Known to be hard working and to always show initiative.
- Genuinely enjoy helping people by providing correct customer service.

RELEVANT ACHIEVEMENTS

Redlands High School Class of 2012 3.4 GPA

- ROP Dental Front Office
- ROP Small Business Management
- ROP Fashion Merchandising
- ROP Retail Merchandising

Dishwasher
Hire

WORK EXPERIENCE

Super 8 Client Manager

2015-2017

- Worked to ensure guests were fully satisfied. Some of my job duties included answering and directing incoming calls, replying to emails in a professional and timely manner, checking invoices, controlling inventory, creating spreadsheets using Excel or Google Sheets, writing business letters using Microsoft Word or Google Docs, keeping all our accounts balanced, balancing cash drawers, and keeping the business on track with its business goals.

Walmart Overnight Cashier/Stocker

2012-2015

- Worked to provide quick and friendly customer service in a retail setting.
- Some of my duties consist of making sure that our customers leave satisfied with no complaints, this includes handling refunds or exchanges to keep our customers happy. On the other hand, while there are no customers I am responsible for maintaining a clean well-kept work environment. I was responsible for stocking, picking, binning, and shrink wrapping merchandise onto pallets. Stocking and preserving a great appearance in my store was a key factor in making sure that my customers would return.

McDonald's Crew Member

2010-2012

- Worked with a team to provide optimal customer service in a steady rapid paced environment.
- While being employed here, some of my duties included balancing cash drawers, dealing with a variety of customer service related issues, answer customer questions regarding the products, replacing products, and other related tasks concerning the customers. The working conditions were fast paced, so I also know how to be very careful and detail oriented while working at a steadily.

REFERENCES

- Available upon request