

Iris Powell

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Objective

A position with opportunities to build on my current customer service skills.

Highlights

- 12 years of customer service experience, specializing in sales and communications
- A professional work ethic, accompanied by a warm, respectable and cooperative attitude
- Personable and energetic employee with excellent problem solving abilities

Employment Background

Customer Service Specialist / Closer

Parlor 1255 / San Francisco, Ca. 94111 2014-2015

I contributed to a warm atmosphere and stellar customer service, working within a small team for a family-owned business. My roles included but were not limited to cashier and managing the barista station, preparing / re-stocking / disassembling of the kitchen, servicing high-maintenance food equipment and training new employees. I was a dependable team member who consistently executed accuracy and professionalism in transactions and client interactions.

Sales Associate

Golden Gate National Parks / Alcatraz San Francisco, Ca 2012- 2014

My primary role centered on helping walk-in and appointment based clients. I was responsible for managing the floor and also maintained an appealing work-station for the clients. Communicating with people from around the world people was an intricate and consistent part of the job function including selling products and problem resolution when needed. I maintained a cash till and was never short.

Frontline Cashier/Closer

Specialty's Café San Francisco, Ca 2009-2011

I assisted with in-store and telephone catering orders including rush hour orders
I often closed the store; was responsible for inventorying all products and balancing out the registers for the day. I supported the management team as a 2nd supervisor / non-key holder when needed; this included but was not limited to helping select and train new hires, assist with documentation for corporate orders, managing the line for large and specialized orders .
I greeted customers and provided excellent customer service at all times.

Cashier/ Stock Room Associate

AMC Theaters San Francisco, Ca 2005-2008

I reconciled store overhead and maintained a two-room inventory.
I audited and managed use of cash tills, I always ensured accurate sales figures.
Internal delegation of tasks, checking tickets and problem resolution for clients were daily functions. I trained all new hires/entry level associates on company culture, policies, and procedures.

Sales Associate/ Stockroom Personnel

Old Navy San Francisco 2007

I represented the company at the entrance of the establishment.

My main function were: sales, cashier duties, maintained a neat and attractive store, checked inventory on shelves and re-stocked merchandise as necessary, and hosted fitting room servicing. I went above and beyond to ensure satisfaction, including facing and staging for mannequins according to the store's style to attract customers.

Volunteer Experience

Walden House *San Francisco Ca* *2011-2012*

Front Desk/ administrative assistant

Food service Supervisor

Leader committee

Hairdresser for 20 clients

Education/ Training

High School Phillip Burton high School / Independent Studies 2005

Cosmetology San Francisco Hair Salon 2006

References

Natricee Spicer

Heritage Bank of Commerce / Branch Manager

C: 415-548-0715 / W:510-445-2113

Mentor / Known For 10 years

Charles Adams

Security

415-9130054

Former Co-Worker / Known For 5 years

Charlotte Carpenter

Massage Envy / Massage Therapist

C: 510-827-9792

Associate / Known For 7 years