

# Lacey Reyes

San Jose, CA 408-375-8171  
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## Office Assistant

### *Skills*

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- Excellent Customer Service Skills
  - Answer Phones and Direct Calls
  - Process Cash, Check, Credit Payments
  - Conduct Retail Sales: Exceeding Goals
  - Bilingual English/Spanish
  - Data Entry Skills
  - Computer and Internet Skills
  - Able to Use all Office Machines

### *Work Experience*

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#### **Sales/Cashier, Micabella Cosmetics, Santa Clara, CA 4/10-06/10**

- Responsible for make up sales; meeting and exceeding goals
- Conducted cash register duties: processed ATM, cash, credit and debit card transactions
- Enter customer's transactions into computers to record transactions and issue computer-generated receipts
- Identified merchandise pricing using calculators, cash register and scanners
- Performed make-up skills on customers, explaining products and how to apply them
- Provided excellent customer service at all times
- Maintained a neat and organized store and work space

#### **Sales/Cashier, Khol's, San Jose, CA 11/09-01/10**

- Organized clothes in fitting rooms and floor
- Bagged customer purchases and conducted go-backs
- Provided support to cashiers as needed
- Answered phone calls regarding products and various pricing
- Assured clothes was neatly organized and floor was safe for customers as they shopped
- Conducted stocking items from fitting rooms, shelves, racks, drawers and counters
- Answered customer questions and concerns regarding store items and sale items
- Provided excellent customer service at all times

#### **Receptionist, Maxale, San Jose, CA 03/06-06/10**

- Responsible for operating telephones and or forwarding calls: provided information, took messages, and scheduled appointments
- Greeted people entering establishment: determined nature and purpose of visit and directed them to correct departments
- Transmitted information or documents to customers using computer, mail, or fax machine
- Actively listened to customer complaints and resolved appropriately
- Performed administrative support conducting data entry and writing documents as needed
- Conducted alpha/numeric filing and maintained confidential records
- Provided marketing information explaining services provided
- Collected, sorted and distributed or prepared mail, messages and/or deliveries
- Received payments and recorded receipts for services

### *Education*

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Milpitas Adult Ed., **GED**, Milpitas, CA    Milpitas Adult Ed., **Microsoft Office Certificate**, Milpitas, CA