

# Kimberly Isip

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## **CAREER OBJECTIVE**

- Seeking a position that will benefit from my customer service experience and positive interaction skills where my years' experience can improve the customer satisfaction.

## **CORE COMPETENCIES**

- Strong interpersonal communication skills
- Ability to multi-task with various projects
- Excellent time-management and organizational skills
- Ability to follow oral and written directions quickly and accurately

## **WORK EXPERIENCE**

### **Axcess Financial Inc.**

*Store Manager/Customer Service Representative*

**Riverside, CA**

*Feb 2014 – Dec 2014*

- Performed a variety of clerical tasks, including keyboarding, data entry, proofreading, filing, and the recording of information.
- Operated office machines, such as photocopiers, scanners, voice mail systems, and personal computers.
- Answered daily telephone inquiries in response to general questions, customer applications, requests or other issues.
- Assisted customers by answering routine inquiries, providing them with information and data.
- Resolved customer complaints regarding transactions and service.
- Managed staff, prepared work schedule, and assigned specific duties.
- Trained other staff members to perform work activities, such as using computer applications.
- Opened, sorted, and routed incoming mail, answered correspondence, and prepared outgoing mail.
- Computed, recorded, and proofread data and other information provided in customer application.
- Performed necessary customer verifications to validate information presented was accurate.
- Compiled, sorted and verified the accuracy of data before it is entered.
- Verified daily paperwork making sure contracts were completed accurately with all signatures, dates, and information required.
- Added new material to file records and created new records as necessary.
- Filed completed documents in appropriate locations.
- Collected, counted, and disbursed money.
- Provided accurate change and maintained accurate inventory of all cash going in and out of the safe.
- Managed a cash drawer and counted cash deposits.
- Prepared receipts for bank deposit.
- Balanced out cash drawers at the end of the day with minimal discrepancies.
- Balanced individual batch receipts with store sales reports at end of day and assisted with resolving over/shorts as needed.
- Conducted inventory and ordered materials, supplies, and services.
- Assisted in the execution of all company marketing plans and programs, ensuring precise and timely set-up, excellent execution and within established deadlines.

### **Target Brands Inc.**

*Cashier*

**Corona, CA**

*Nov 2012 – Jan 2013*

- Greeted customers entering establishments.
- Counted money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.
- Received payment by cash, check, credit cards, vouchers, or automatic debits.
- Issued receipts, refunds, credits, or change due to customers.
- Computed and recorded totals of transactions

- Maintained clean and orderly checkout areas.
- Requested information or assistance using paging systems.
- Identified prices of goods using calculators, cash registers, and optical price scanners.
- Stocked shelves, and marked prices on shelves and items.
- Answered customers' questions, and provide information on procedures or policies.
- Interpreted the application and rules of the Target Redcard, assisted customers with completion and clarification of the application.
- Inputted customer application information into database system.
- Determined eligibility for Red Card in accordance with procedures.
- Developed and maintained effective relationships with other employees.

### **Lucky Seafood Market**

#### *Cashier*

**Riverside, CA**  
*Mar 2012 – May 2012*

- Received payment by cash, check, credit cards, vouchers, or automatic debits.
- Issued receipts, refunds, credits, or change due to customers.
- Counted money in cash drawers at the beginning of shifts to ensure that amounts were correct and that there was adequate change.
- Balanced receipts and payments in cash registers.
- Weighed items sold by weight to determine prices.
- Performed cleaning duties such as sweeping, mopping, and washing dishes, to keep equipment and facilities sanitary.
- Interpreted ingredients in the diverse foods offered at the Fast Food section.
- Multi-tasked in the kitchen while serving ethnic fast food and creating unique beverages.
- Related well to people from varied backgrounds and in different situations; showed understanding, courtesy, empathy, concern, and politeness to customers.

### **EDUCATION**

#### **NORCO COLLEGE**

*Business Administration Candidate, Expected graduation, Dec 2018*

**Norco, CA**

- 2.25 GPA

#### **SANTIAGO HIGH SCHOOL**

*High School Diploma, May 2012*

**Corona, CA**

- 3.4 GPA
- Graduated with recognition of High Honors

### **ADDITIONAL SKILLS**

- Proficient in Microsoft Office/Word/PowerPoint/Excel
- Able to enter numeric data on a 10-key keypad
- Certified 50 WPM typist