

# ANTONIA PARKER

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## SUMMARY

10 Years of providing excellent customer service to guarantee the satisfaction and gain the loyalty of the consumer. Experienced and dependable currently looking to combine skills and expertise in a supportive environment.

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## COMPUTER SKILLS

### Languages

Fluent in English

### Software

Exceptional communication skills both written and verbal

10 years experienced with a POS System

35wpm

Microsoft word

Excel

Office

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## EXPERIENCE

Dec 2015-Current: United States Post Office

Position- Window Clerk

-Customer Service; Assisting Customer Inquires

-Sending off/Receiving Packages

-Address Inputs

-Tracking Outgoing/Incoming Packages

-Handling Cash, Credit, and Debit Transactions

-Providing/Cashing Money Orders

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July 2014-Oct  
2014

Client Services Representative, CHEF WORKS

- . Answering phone inquiries
- . Order Entry
- . Responding back to clients via phone and emails
- . Assisting clients with our online catalog orders
- . Preparing Invoices and Credit Notes
- . Issuing RMA Return Merchandise Authorization
- . Collecting payments
- . Organizing and Update on client files
- . Preparing embroidery orders for our embroidery department
- . Operating scan and fax machines

Programs used : Outlook Mail, Embtrak, Wit, CRM

Cashier, Supervisor JETRO/RESTURANT DEPOT

Cash Handling

Answering Customer inquiries about merchandise

Inventory Management

Product Pricing

Pulling Orders

Updating tags and price changes

SUPERVISORY DUTIES:

Responsible of supervising up to 6 cashiers per day

Performing product returns

Adjusting prices in the computer system

Closing out registers at the beginning and end of every shift

Sep2011-May20  
14

Sales Representative, Phone Ware Inc.

Maintaining records of contacts, accounts and orders

Explaining product services and pricings

Answering inquiries from Time Warner, Cox Communications and Sudden Link Communications

Delivering prepared sales talks

Reading from scripts the described products and services

Persuading potential clients to purchase desired products

Obtaining customers information such as name, address and payment methods for data entry.

Maintaining excellent phone adequate

Oct2008-Feb201  
1

Cashier, HOME DEPOT

Handling all cash, credit ,and debit transactions  
Operating a POS system  
Making daily cash drops of average amounts up to \$500  
Assisting customers about product inquiries  
Setting up appointments for all in home installations  
Performing returns and exchange

Jan2004-Feb200  
6

Cashier, Service Deli Clerk, Customer Service Desk Agent ALBERTSONS

Handling all cash, credit ,and debit transactions  
Assisting customers with help loading  
Restocking merchandise  
Performing returns and exchanges  
Food Preparation  
Setting up food displays  
Operating a meat and cheese slicer  
Taking and Preparing catering orders  
Awarded top sales person by utilizing sales techniques to up-sell deli products.

## EDUCATION

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June 2006

Obtained a High School Diploma VALHALLA HIGH SCHOOL

Aug2007-Oct2009

Medical Administrative Assistant GROSSMONT COMMUNITY COLLEGE

Nov 2014-  
Current

Platt College

Obtaining a Bachelors Degree in Media Science