

Lisa Ferguson

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OBJECTIVE

To obtain a position in Sales or Customer Service where my education and past experiences will be utilized.

EDUCATION

University of Southern New Hampshire, Manchester, NH: BS in Business Studies with a concentration in Business Administration, 2007
Northeastern University, Boston MA: AS in Liberal Arts, 2000

PROFESSIONAL EXPERIENCE

Customer Service Professional, ACT, 7/2016-1/2017

Provided detailed account information to clients regarding their loans and answered customer inquiries regarding billing, taxes and insurance. Checked account files for accuracy and completeness in a timely manner. Collected past due accounts and increased profits.

Sales Professional, Rani Jewels, 1/2015-6/2016

- Doubled the profit margin on sales and provided superior customer service.
- Engaged with people in a courteous and respectful manner at all times.

Product Demonstrator, Costco Warehouse, Innova Nutrition, 9/13-12/13

- Sold healthy nutrition bars to Costco members with energy, enthusiasm and excitement.
- Provided excellent customer service in relaying product information, answering questions and in closing the sale.
- Exceeded sales goals several times throughout the season.

Product Demonstrator, Costco Warehouse, Concord CA, 6/10-10/10

- Followed HACCP Guidelines in preparation and sanitation.
- Sold Vendor products according to package instructions.
- Provided positive interactions with customers and fellow teammates

Sales Support Assistant, Jared, the Galleria of Jewelry, Manchester, NH, 11/07-4/08

- Assisted the sales staff in all areas of the department.
- Organized store room and kept the necessary items in stock.
- Assisted the inventory manager with accurate counts of all merchandise items.
- Took minutes of daily meetings and participated in monthly inventory counts.

COMPUTER SKILLS

Certified in Intermediate MS Word, Excel and Outlook
Typing: 45 WPM