

Shana M. Sampson
 (510)454-9568
 3049 Richmond Blvd
 Oakland, California 94611

Summary

Customer Consultant/Retail professional offering experience in the customer service field. Highly skilled network planning by providing information and services in multi-media and internet forums world-wide; Ability to analyze and determine inventory levels while delivering results that achieve the company objectives; In-depth knowledge of customer service needs; Experience in using computer technology to place or ship out orders upon request; Resourceful and creative; Enjoy challenges and overcoming obstacles; Ability to work calmly under pressure; Recognized for attention to detail and adherence to standards.

Highly experienced in home health aide. Providing utmost professional care for another human being that relied on my skills on a daily basis. Strongly taking every experience very vital, delicate, and professionally.

Education:

2002-2006	Antioch High School
2008-etc.	Los Medanos College

PROFESSIONAL EXPERIENCE

SRHH In Home Care Fairfield, Ca Home Aide May 2016- February 2019

Closely monitored patients (elderly)
 Enabled clients to stay in their beds when needed
 Stayed in overnight for severe clients in need
 Delicately performed a variety of duties requested by clients
 Maintained an organized log of clients health statuses
 Provided emotional support through conversations
 Carefully groomed, bathed, undressed, and dressed
 Provided my utmost best I could possibly give as a worker and human dealing with another human being to maintain happiness and good health.

Olive Garden Restaurant Antioch, Ca. Server Department August 2014-March 2016

Politely greeting customers
 Assured customers satisfaction
 Organized during rush hour
 Cashiering

Fallas Retail Store Antioch, Ca. Sales Associate Department
October 2011- December 2013

Handled retail store operations, including; cashier activities by greeting customers providing feedback regarding clothes fitting sizes, and fitting room locations.
Maintained and assured that effective customer satisfaction was placed at top priority within the company compliant standards.
Restocked store merchandise supplies as needed within my department area.
Utilized my attention to detail skills as requested by watching customers closely entering and exiting fitting rooms while not causing conflict.
Maintained and provided adequate housekeeping support in my assigned area daily by identifying and addressing department maintenance.
Engaged in inventory supply levels for the department; responsible for maintaining department supply inventory, mark downs on inventory delivering results that achieve the department objectives.

Ross Retail Store Pleasant Hill, Ca. Cashier Department
March 2010 - July 2011

Handled retail store operations, including; cashier activities by greeting customers providing feedback regarding clothes fitting sizes, and fitting room locations.
Maintained and assured that effective customer satisfaction was placed at top priority within the company compliant standards.
Restocked store merchandise supplies as needed within my department area.
Utilized my attention to detail skills as requested by watching customers closely entering and exiting fitting rooms while not causing conflict.
Maintained and provided adequate housekeeping support in my assigned area daily by identifying and addressing department maintenance.
Engaged in inventory supply levels for the department; responsible for maintaining department supply inventory, mark downs on inventory delivering results that achieve the department objectives.

FedEx Kinko's Store Walnut Creek, Ca. Customer Consultant
March 2008-August 2008

Answer phones, greet and directed customers to desired locations within the store.
Responsible for placing and receiving shipping orders monitoring and reviewing shipment orders daily networking to ensure accuracy.
Called customers accordingly upon receiving orders or providing feedback on delayed orders.
Provided adequate shipments for clients or customers upon request in a timely manner collaborating to assure that company standards were met.
Ordered and restocked supplies as needed throughout the store.
Provided feedback on customers' needs to build and maintain effective business relations.
Handled incoming and outgoing mail and mail orders.
Sorted/filtered and logged orders in the data base to help assure and monitor inventory.

Qualifications

Experience working in Retail Store Environments

In-depth knowledge of retail network/monitoring technology on computer settings

Interpersonal and Team Building/Leadership skills

Computer Technology Skills: Excel-Access-Word-PowerPoint-SAP

References upon request