

ADIJA S. RAINTREE

Los Angeles, California, (323) 320-1271, Adija.Raintree@Live.com

OFFICE ASSISTANT/CUSTOMER SERVICE

PROFESSIONAL PROFILE

Office Assistant/Customer Service professional with over 10 years of diversified experience. Skilled in all aspects of office administration, use of electronic office equipment, and handling of multi-line phones. Strong attention to detail and demonstrated success in working with customer orders, numbers, research, shipping and receiving.

- Office Administration
- Customer Retention
- Customer Relations
- Appointment Scheduling
- Management
- Data Entry
- Typing 45 wpm
- Team Leadership
- Office Machinery

ACCOMPLISHMENTS & QUALIFICATIONS

- Proficient in Microsoft Office 2016 (Word, Excel, Outlook, Access, PowerPoint), E-mail, and the Internet
- Maintained responsibility for management of in-store promotional activities and advertising materials
- Received numerous accolades from customers and guests for exceptional customer service
- Educate customers and new employees on products and services
- Recognized for long hours, commitment to customers, attention to detail, and follow-up
- Fluent in reading, writing, and speaking English and Spanish

EDUCATION

North Hollywood High School, North Hollywood, CA 2006
High School Diploma

Los Angeles Trade Technical College, Los Angeles, CA
Business Management/ Supervision
In progress
Associate Degree

PROFESSIONAL EXPERIENCE

Sweet E's Bake Shop, Los Angeles, CA
2017-2018

Delivery Driver/Kitchen prep

Delivered store and custom orders. Kitchen prep, decorating and packaging baked goods as needed. Event delivery and set up. Food truck set up. Customer service and order taking.

Verizon Wireless/PCS Express, Los Angeles, CA 2014 – 2015

Assistant Store Manager

Used Windows-based software to maintain work schedules and assignments. Recruit, select, orientate, and train new staff. Exceeded sales goals by more than 15% through continuous staff training, coaching, and disciplinary action. Established rapport with potential and existing customers.

7 Eleven, Los Angeles, CA 2012 - 2014

Assistant Manager

Operated cash register, balanced register daily, stocked items, ordered via M.O.T application. Focused on customer satisfaction by making sure the store is clean and presentable. Provided quick and friendly service. Removed expired perishable items. Prepared coffee as needed throughout shift, cleaned pots before shift ended.

The Real Cake Baker, Los Angeles, CA 2012 - 2014

Assistant Baker

Baked icing and decorated cakes. Rolled and cut dough for pies and pastries. Accurately followed recipe formulas and weighed ingredients. Ensured that baking equipment is fully functional and stored correctly. Cleaned bakery machinery, equipment, storage and preparation areas. Kept the bakery area safe for staff and customers.

Bath & Body Works, Baldwin Hills, Los Angeles, CA 2011 - 2013

Seasonal Sales Associate

Helped increase promotional sales by 45%. Educated customers on usage and benefits of products. Set-up visual displays throughout store. Provided efficient operation and cleanliness of stockroom, backroom and offsite storage. Periodically informed customers of special sales and new products. Assisted Store Manager with running errands and training new staff.

Staples Office Supplies, Culver City, CA 2011 - 2013

Certified Print Pro

Processed and produced accurate orders. Responded and resolved customer requests and concerns. Provided an inviting environment for customers by maintaining a neat and clean environment. Adhered to all company policies procedures and safety standards. Effectively built relationships with top customers. Produced copies, bindings, invitations, banners, posters, calendars, business cards, custom stamps, flyers, brochures, promotional products per customer order.

B

1) A roll of quarters is worth?

- a) \$5.00
- b) \$10.00
- c) \$15.00
- d) \$20.00

A

2) A roll of dimes is worth?

- a) \$5.00
- b) \$4.00
- c) \$3.00
- d) \$2.00

D

3) A roll of nickels is worth?

- a) \$8.00
- b) \$6.00
- c) \$4.00
- d) \$2.00

A

4) A roll of pennies is worth?

- a) \$1.00
- b) \$0.75
- c) \$0.50
- d) \$0.25

C

5) What does POS stand for?

- a) Patience over standards
- b) Percentage of sales
- c) Point of sales
- d) People over service

1.75%

6) What is the current sales tax rate in your city 1.75%?

.5

C

7) A customer buys a bowl of soup for \$1.25, an apple \$0.90 and a soda is \$0.79. If you are given \$10.00 how much change should you give back?

- a) \$4.06
- b) \$2.06
- c) \$7.06
- d) \$5.06

D

8) A customer buys two shirts for \$10.50 each and two ball caps for \$7.25 each. If you are given \$50.00 how much change should you give back?

- a) \$19.50
- b) \$14.50
- c) \$9.50
- d) \$4.50

D

9) A customer buys soda for \$3.75 and a hot dog for \$4.25. If you are given \$20.00 how much change should you give back?

- a) \$6.00
- b) \$8.00
- c) \$10.00
- d) \$12.00

A

10) A customer buys two hamburgers at \$3.75 each, two bags of chips at \$1.25 each, two cookies at \$2.50 each and two sodas at \$3.25 each. If you are given \$100.00 how much change should you give back?

- a) \$78.50
- b) \$58.50
- c) \$38.50
- d) \$28.50

25
100%

Cashier Test

Score / 15

A

11) Counterfeit pens should be used on which three denominations?

- a) \$20, \$50, \$100
- b) \$10, \$20, \$50
- c) \$5, \$50, \$100
- d) \$10, \$20, \$50

B

12) How many times should you count change when giving it to the customer?

- a) one
- b) two
- c) three
- d) no need to count

Question & Answer:

13) What is the minimum age for legal alcohol purchases? 21

14) What are the acceptable forms of ID for alcohol purchases? STATE ISSUED DRIVERS LICENSE OR ID

15) How many \$20 bills are in a bank band? 50 100, \$2000