

Andrea Harris

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OBJECTIVE

Secure a position that will enable me to use my strong communication & organizational skills, customer service background and my ability to work well with people.

SUMMARY OF QUALIFICATIONS

- Over eight years of customer service experience and light clerical duties.
- Excellent leadership and relationship building skills.
- Works well under pressure while maintaining a professional attitude.
- Basic knowledge of bartending duties.
- Excellent organization, communication, and interpersonal skills.
- Possesses excellent phone and computer skills.

WORK EXPERIENCE

Host Attendant/Barback and Bartender

New Karibbean City/Level 13 January 2018 to January 2019

- Assisted guests regarding all beverage menu items in an informative and helpful way.
- Responsible for tearing down bars and assisting bartenders throughout the shift.
- Provided routine inspection of the bathrooms to make sure they remain clean and well-stocked before, during, and after shifts.
- Assisted co-workers with disposal and re-stocking inventory.

Customer Service Representative

ACT Call Center Technologies - North Highlands, CA December 2015 to July 2017

- Responsible for answering calls and fielding questions in a high call volume call center.
- Effectively resolved customer's account issues and verified customer information.
- Performed light clerical duties.

Dispatcher/Customer Service

MV Transportation - San Leandro, CA May 2014 to August 2015

- Performed all dispatch duties including answering phones and communicating with drivers on the road.
- Responsible for re-assigning trips, monitoring routes, performing clerical and administrative duties.

Sales Associate/Cashier

Forever 21 - Pleasanton, CA March 2011 to May 2014

- Responsible for providing consistent customer services including answer customer questions, responding appropriately to complaints, and providing information on featured products.
- Ensured that all products were stocked and maintained cleanliness on the floor.
- Remained knowledgeable on all products offered and stayed aware of retail trends and fashion.

EDUCATION

High School Diploma

Ralph J. Bunche High School - Oakland, CA 2010

