

# Agnes Newsome

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Customer service expert with over 15+ years of experience providing product knowledge and sales support. Possess strong multitasking skills while maintaining a positive, empathetic, and professional attitude toward customers at all times. Acknowledging and resolving customer complaints.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## Work Experience

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### **Administrative Sales Coordinator**

Renovo Resources-Irvine, CA

2022 to 2024

- Develop and manage comprehensive marketing calendar.
- Handling office tasks, such as filing, generating reports and presentations and setting up for meetings.
- Providing real-time scheduling support by booking appointments and preventing conflicts.
- Using computers to generate reports, create presentations, and conduct research.
- Greet and assist visitors and vendors.
- Responding promptly to customer inquiries and communicating with customers through various channels.
- Order and prepare promotional items for several conference events.

### **Employee Program Representative**

California Employment Development Department (EDD)-Anaheim, CA

2020 to 2022

- Assist individuals with filing an unemployment insurance benefit claim.
- Independently review, investigate and determine eligibility in accordance with laws, regulations and policies.
- Analyze and resolve conflicts through further questioning and identify false statements and fraudulent claims.
- Be courteous and sensitive to the claimants needs.

### **Front Office Manager**

Longmi Lashes-Lake Forest, CA

2018 to 2020

- Oversee facility operations.
- Ensure customers are satisfied with services and promote memberships and programs.
- Manage employees schedules and performance.
- Bring on new clients and get them started with service memberships.
- Respond to member and guest needs.
- Maintain cleanliness and organization of the front desk and lobby area.

**Front Desk Receptionist**

RSI Home Products-Anaheim, CA

2008 to 2018

- Greet vendors, customers, job applicants, and visitors.
- Demonstrate proficiencies in telephone and front-desk reception within a high volume environment.
- Prepare and mail invoices, send FedEx packages.
- Consistently praised by management for the quality and professionalism when running the front office.

## Education

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**Studied in Communications**

Long Beach City College - Long Beach, CA

2015 to 2016

**Associates of Arts Degree in Retail Merchandising**

Long Beach City College - Long Beach, CA

2011 to 2016

**High school diploma**

## Skills

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- Analysis Skills
- Office Management
- Microsoft Outlook
- Conflict Management
- Time Management
- Organizational Skills
- Phone Etiquette
- Customer Service
- Hospitality
- Upselling
- Social Media Marketing
- Cash Handling
- Sales
- Guest services

## Awards

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**Certificate of Excellence Award**

2005

**Professional Dance**

June 2002

## Certifications and Licenses

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### **Alcohol Beverage Control (ABC) Certified**

June 2024 to June 2027

Responsible Beverage Service Training (RBS) passed.