

Bea Positive

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Superb customer service skills honed by 15 years of retail experience in developing and maintaining customer loyalty. Highly organized, keeping all records with accuracy and thoroughness.

PROFESSIONAL EXPERIENCE

Costless, Small Town, ME

CASHIER/CUSTOMER SERVICE/MEMBERSHIP/MARKETING June 2001 – Present

- Controlled cash flow while ringing out customers. Kept lines of shoppers moving smoothly with courtesy and humor. Received and directed patrons at the door.
- Worked with security and loss-prevention issues.
- Developed customer relationships for long-term loyalty. Known for treating shoppers like family.
- Cared for all client concerns: signed up customers for Costless and American Express charge cards; communicated with main office; updated membership accounts; offered general information and product availability by telephone and in person.
- Sold memberships to businesses and individuals in local-area towns. Upgraded current members to Executive Membership resulting in increased cash flow and customer loyalty.

PetPals, Central Area, ME

JUNIOR MANAGER ON DUTY Feb. 1998 – June 2001

- Responsible for all aspects of opening and closing facility, including arming/disarming security system, booting up computers, communicating with corporate office, counting store safe and register cash, and setting up the store.
- Created computer reports on sales, returns, and loss prevention for the corporate office.
- Motivated employees, developed customers, and oversaw animal care from ordering to sale.

Burger House, South of the Border, ME

JUNIOR MANAGER/SHIFT LEADER Oct. 1996 – Feb. 1998

- Opened kitchen and registers for breakfast. Observed strict food-service regulations. Met temperature and sanitizing standards.
- Supervised and motivated crew. Built solid relationships with patrons.

HealthDeli, Hometown, ME

CASHIER June 1994 – Oct. 1996

- Operated registers. Assisted in deli; performed light stock work.
- Became knowledgeable about vitamins/supplements to advise shoppers. Worked to create trust with customers for lasting relationships.

Entrepreneurial Businesses, Hometown, ME

HOUSE CLEANING SERVICE

OFFICE TEMPORARY WORK

EDUCATION

Associate of Science Degree in Administrative Assistant – Maine City College

June 1996

COMPUTER SOFTWARE SKILLS

Microsoft Word • Microsoft Excel • Microsoft Access • Microsoft Outlook • Microsoft PowerPoint