

NEW GRADUATE RESUME

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CUSTOMER SERVICE & SUPPORT

**Coaching & Mentoring ▪ Call Center Customer Service ▪ Telemarketing ▪ Sales Support
Customer Service / Client Relations ▪ Floral Design ▪ Office Administration ▪ Cashiering ▪ Stocking**

QUALIFICATIONS SUMMARY

Achievement-oriented professional with proven experience in cashiering, customer service, and stocking/inventory control. Creative professional with an eye for detail and a passion for floral design.

- ✓ Customer-centric approach with extensive knowledge of supporting customer inquiries, addressing problems, maintaining confidentiality, multi-tasking, and time management.
- ✓ Results-oriented, able to balance responsibilities, and consistently deliver timely results.
- ✓ Highly adaptable, rapidly learns new procedures and processes, and quickly adjusts to changes in schedule, team structure, schedules, and organizational objectives.
- ✓ Offers unparalleled integrity, initiative, resourcefulness, consistency, and diligence in achieving objectives.

PROFESIONAL EXPERIENCE

THE FLOWER SHOP ▪ EVANSVILLE, IN – 2010-2011

SNODGRASS FLORAL COMPANY ▪ EVANSVILLE, IN – 2002-2003

Floral Designer

Created and designed beautiful floral arrangements for customers. Designed custom bouquets. Provided dedicated and seamless customer support.

TEXAS ROADHOUSE ▪ EVANSVILLE, IN – 2010

Server

Greeted and served guests. Provided meal recommendations and timely, courteous customer service. Input sales, processed order totals, and produced customer receipts.

ST. JAMES WEST ▪ EVANSVILLE, IN – 2003-2010

Volunteer Assistant

Aided in general office administration. Prepared communications and supported administrative functions.

JEWEL OSCO ▪ WILMENT, IL – 1999-2001

Floral Department Manager

Oversaw customer service, sales, business development, and floral design. Greeted customers. Supervised department operations. Ensured management of supplies and stocks. Tracked and managed orders.

MARKET USA ▪ CHICAGO, IL – 1997-2001

Customer Service Representative

Supported customers in a busy call-center environment. Responded to inquiries and solicited clients to generate sales. Mentored and coached peers. Provided excellent customer service.

EDUCATION & TRAINING

Certificate in Floral Design – International Academy of Floral Design

General Business Courses - Truman, Chicago, IL

Technical Skills:

Cash Register. Basic Computer Skills