

PROFILE

A genuinely friendly, reliable and positive asset to any environment! I have extensive experience providing customer service in a wide range of environments, from food service and retail to web and e-commerce. I understand customer needs and provide support with a smile.

SKILLS

Customer Service	Sincere	Microsoft Office
Customer Service	Empathetic	Data Entry
In-Bound Calling	Proactive	Quick to Learn
Tech Support	Team-Oriented	Patient Teacher

EXPERIENCE

H&M

Customer Service Associate

(312) 803-7185 Chicago, IL

June 2016 – present

Key touchpoint consumer-facing customer service on the phone and online via chat interface. Gained deep knowledge of H&M inventory and software infrastructure to provide highest quality customer service.

Starbucks

Shift Supervisor

(312) 756-9087 Chicago, IL

August 2015 – June 2016

Key touchpoint consumer-facing customer service on the phone and online via chat interface. Gained deep knowledge of H&M inventory and software infrastructure to provide highest quality customer service.

Target

Team Trainer


(773) 596-2376 Chicago, IL

May 2009 – August 2015

Key touchpoint consumer-facing customer service on the phone and online via chat interface. Gained deep knowledge of H&M inventory and software infrastructure to provide highest quality customer service.

Erin Spidle

1064 N Hermitage Ave 

(319) 651-5663 

erlizspi@gmail.com 

EXPERIENCE

Nordstrom

(319) 846-4000 Cedar Rapids, IA

Direct Personal Shopper

October 2006 – April 2009

Customer service and relations representative. Responsibilities included data entry, inbound call center service, picking and packing orders, gift wrapping and order placement and fulfillment.

EDUCATION

Harry S. Truman City College

Chicago, IL

Secondary Education and Liberal Arts

January 2013 – May 2014

Linn-Mar High School

Marion, IA

General Education

August 2002 – May 2006