

# Erin Spidle

1064 N Hermitage Ave   
(319) 651-5663   
erlizspi@gmail.com 

## 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

<b>H&amp;M</b>	(312) 803-7185	Chicago, IL
<b>Customer Service Associate</b>	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.		
<b>Starbucks</b>	(312) 756-9087	Chicago, IL
<b>Shift Supervisor</b>	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.		
<b>Target</b>	(773) 596-2376	Chicago, IL
<b>Team Trainer</b>	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.		

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## 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