

Shanna Derrick

300 Doe Run, Morgan, NC 29492 | (854) 202-0924 | Shannadanae21@gmail.com

Objective

- To obtain a career-oriented position that will allow future growth and career development in the outstanding company, utilizing my sales, customer service, and clerical skills.

Skills & Abilities

Sales

- Ability to build and maintain relationships with customers in order to ensure their satisfaction.
- Successfully up-sold products while appealing to a customer's specific needs.
- Proficiently utilized effective selling techniques and provided in depth product knowledge.

Communication

- Effectively worked independently, as well, as in a team environment while delivering outstanding customer service.
- Experience and knowledge in handling confidential information.
- Excellent negotiation and problem-solving skills.
- Ability to multi-task in a fast-paced environment.

Experience

Front Desk Manager* Stretch Zone * January 2020 – January 2022

- Focused on making guests and visitors feel comfortable and valued while on our premises to contribute to an overall great experience with our business.
- competent in dealing with complaints and giving information to customers to ensure a positive experience.
- Placed outbound phone calls to set up new clients to drive up sales each week.
- Created and maintained Excel spreadsheets to monitor sales, clients, and employee's growth and activity.
- Focused on scheduling appointments and maintaining employees' schedules.
- Created weekly stock and supply list to keep a clean and effective work environment.

Front Desk Receptionist * Blu Gorilla* January 2016 – December 2019

- Effectively scheduled appointments, received deposits, and created deposit slips.
- Demonstrated excellent customer service to each client to create a helpful, positive environment.
- Focused on time management skills to prioritize and complete a side variety of tasks throughout the day.

Sales/ Stock Associate * ALDI * February 2012– December 2015

- Excelled in the fast paced, high demand environment by completing floor set task while ensuring customer satisfaction to finalize sales.
- Successfully demonstrated the ability to work unconventional hours.
- Demonstrated the ability to be a team player by being cross trained in multiple departments to better assist customers. Provided customers with an unique shopping experience by utilizing my product knowledge to offer excellent customer service.

References Available Upon Request.