

CAMILLE WRIGHT

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PROFILE

Hard working, self-motivated, and reliable, multi-tasking young professional with demonstrated experience in the areas of Administrative Support, Front Desk Reception and Customer Service. Exudes a “can-do” attitude while producing quality results in high stress, fast paced, and dynamic work environments. Exemplary attention to detail. Demonstrates a high level of motivation and enthusiasm in all aspects of work while grasping new methods and skills in a timely manner. Exceptional leadership abilities who prioritizes and plans work activities and uses time efficiently.

WORK EXPERIENCE

Customer Service/Client Care

- Worked for the largest designer and retailer of maternity apparel as well as this mass merchandising giant managing the care of current and potential customers with their purchasing needs, ensuring their satisfaction with day-to-day operations and with the resolution of customer issues. Created the best experience for customers to ensure repeat business.
- Worked with Store Manager to execute floor plans and in-store presentations that are visually stimulating to customers resulting in increased sales and revenue.
- Ensured that each guest received outstanding guest service by providing a guest friendly environment which included greeting and acknowledging every guest, maintaining outstanding client care standards, and possessing solid product knowledge.
- Ensured brand and visual merchandising consistency and brand standards were upheld. Maintained awareness of all product information, merchandise promotions, and advertisements. Assisted in product moves, display maintenance and store housekeeping. Assisted in processing and replenishing merchandise; participated in receiving and monitoring floor stock.
- Adhered to all Company policies, procedures and practices including signage and pricing.
- Responded to customer service issues and resolves to customers' satisfaction.
- Accurately and efficiently completed all sales transactions and maintained proper cash activity.

Administrative / Operations Support

- Managed complete range of administrative functions and activities assisting the Store Manager and other peers with daily operational activities for.
- Assisted in meeting or exceeding store sales goals and achieve productivity standards.
- Assisted in training and developing associates to maximize their potential and performance.
- Shared with Store Manager sales successes, business opportunities, and concerns.
- Assisted in controlling and processing payroll, ensuring accurate timekeeping.

Front Desk Reception / General Office Support

- Provided general office and administrative support to the doctors, nurses, staff and patients at a leading medical facility.
- Answered busy switchboard, screened incoming calls, correspondence and e-mail including reviewing, routing, and responding to inquiries as appropriate.
- Typed and edited large volumes of medical documents for staff, as well as couriered documents to appropriate parties.
- Takes messages. Fields and answers all routine and non-routine questions.
- Managed the lobby area of the Information Systems department. Greeted and directed all visitors. Ensures that all visitors are handled in a professional and courteous manner.
- Received, sorted and forwarded incoming mail, maintaining and routing publications.
- Coordinated the pick-up and delivery of express mail services (FedEx, UPS, DHL, etc.)
- Managed the ordering, receiving, stocking and distribution of office supplies.
- Assisted with other related clerical duties such as photocopying, faxing, filing and collating.

WORK HISTORY

MotherHood Maternity (Vienna, VA)	<i>Assistant Store Manager</i>	1/08 – 4/08
Kmart Corporation (Oxon Hill, MD)	<i>Customer Service Associate</i>	10/06 – 6/07
Washington Hospital Center (Washington, DC)	<i>Administrative Assistant</i>	5/06 – 9/06

EDUCATION AND OTHER SKILLS

Prince Georges Community College Pursuing Associates Degree in Business Administration	Upper Marlboro, MD	8/08 – Present
Gibbs College General College Coursework	Dunn Loring, VA	7/07 – 1/08

Microsoft Word, PowerPoint, Outlook, Excel, Internet Explorer