

Maria Navarro

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Objective

To build and enhance customer relationships, target new customers, and promote and build company awareness

Qualifications

- Provides great customer service skills
- Bilingual: Fluent in English and Spanish
- Effective team member with strong communication skills to obtain best results
- Plans and prioritizes well among multiple responsibilities
- Maintains professional attitude
- Retail/Associate sales experience
- Management
- Graphic design skills
- Health and Wellness expertise
- Call center experience

Accomplishments

Customer Service

- Demonstrates active listening with customers and offers clear verbal communication
- Use time management and organizational abilities to serve customers efficiently
- Exhibits patience and consistency

Computer/Software

- Adobe Photoshop Cs3, Cs5, Cs6, CC
- Adobe Illustrator Cs3, Cs5, Cs6, CC
- Microsoft Office: Word, PowerPoint, Excel, Publisher
- Types 50 wpm accurately
- Familiar with cash registers

Experience

Receptionist /Staff	Border Fitness	San Luis, AZ	2014 - Present
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- Greet and assist customers at front counter
- Maintain clean fitness equipment and building facilities
- Demonstrate various training routines to customers
- Show customers how to safely operate equipment
- Process customer payments including credit card, debit, and cash transactions
- Promote business by creating flyers and using social media networks

Manager on Duty/Key Holder	Vitamin Shoppe	Yuma, AZ	2017-2018
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- Utilize product information and available resources to educate customers and assist them in making intelligent, informed product selections
- Assist in unloading stock, pricing merchandise, cleaning fixtures and displaying products
- Perform operational duties to run the retail store that includes opening/closing, ensuring store security, overseeing safety and assisting with escalated customer issues.
- Operate the cash register and prepare customer receipts efficiently.
- Perform operational duties that drive sales through merchandising, register functions, other related duties

Retail Support Team/Agent	Advanced Center Technologies	San Luis, Az	2018-Present
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- Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance.
- Maintains confidentiality; Listen to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds quickly and effectively to customer questions.
- Multi tasks to document while speaking with the consumer.

- Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality. Meets clients' specific quality standards.
- Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.
- Is consistently at work and on time
- Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

Education

Arizona State University , Online	Undergraduate in Psychology	Currently Enrolled
Arizona Western College , San Luis, AZ	A.A. in Exercise and Wellness	2016-2017
San Luis High School , San Luis, AZ	High School Diploma	2016

Workshops and Training

Customer Service • Advertising/Promoting • Design Software Training • Money Management • CPR Certified • Basic Personal Training • Retail/ Associate Sales • Management • Call center experience

References

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