

MARISOL A. MORALES

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Seasoned in conflict resolution, multitasking and communication skills; I am looking for a receptionist position that allows me to highlight my guest relations experience and energetic work attitude.

CERTIFICATIONS

- Licensed Cosmetologist, State of Texas (Current)
- Master Cosmetologist, State of Georgia (Current)

TECHNICAL SKILLS

Type 52 WPM, Medium Proficiency in Word, Excel, Powerpoint, and Everwell

WORK EXPERIENCE

07/2016 to Current

Associate

Charlotte Russe

- Responsible for handling 150 cash and credit card transactions in a timely manner each day
- Exceeded a 17% conversion rate during first month of hire date
- Awarded recognition for being the top selling store in the district
- Managed 10 orderly and visually appealing store displays

03/2016 to 08/2016

Benefits Consultant

Aflac

- Awarded various bonuses for generating more than 150 leads in a week
- Developed a method to track and monitor personal sales opportunities and contest standings
- Identified prospective customers using lead generating methods and producing 100 leads per week
- Retained and ensured the proper handling of 5 major inactive accounts
- Conducted 50 business meetings with 40 business owners

09/2015 to 02/2016

Customer Care Professional

Sykes Enterprises

- Maintained 17 minute average talk time during peak call periods
- Recognized as Rookie of the Week for having the highest scoring customer satisfaction surveys
- Built customer loyalty for customers who potentially needed further assistance by scheduling 20 follow up calls and / or emails per day
- Reviewed over 75% of customer feedback and made process changes to surpass customer satisfaction goals

03/2014 to 08/2015

Keyholder

Payless Shoe Source

- Maintained a 20% average conversion rate during employment
- Processed an average of 150 transactions each day in a timely manner
- Opened and closed the store, which included counting cash drawers and making bank deposits
- Maintained 15 visually appealing displays for the entire store
- Conducted self as stylist to assist customers with product selection
- Processed 2 shipments per week and completed floor replenishment to guarantee size availability

EDUCATION

2013

Cosmetology

Paul Mitchell the School San Antonio - San Antonio, TX

- Cosmo Skin Specialist
- Makeup Honors