

Rachel Roberts

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Front Office Assistant

Highly dependable, detail oriented, diligent and quick learning college graduate with over fifteen years' customer service experience. Proven administrative and customer service skills. Strong desire to utilize these skills to their fullest potential.

HIGHLIGHTS OF QUALIFICATIONS

- Ability to interact with a diverse general public
- Data entry and database management skills
- Highly organized and detailed

EDUCATION

University of New Mexico, Albuquerque, NM
Bachelor of Arts, Anthropology, 2013

Central New Mexico Community College, Albuquerque, NM
Associate in Arts, Liberal Arts, 2008

EMPLOYMENT HISTORY

Cost Plus World Market

POS Coordinator, October 2015 – March 2020

- Put out and took down sale signs and graphics
- Marked price changes
- Counted tills
- Cashier
- Trained new cashiers
- Organized and put back customer returns
- Recovered the store

Peoples Flowers

Customer Service Clerk, 2013 – 2015

- Cashier
- Assisted customers with selection of loose flowers and arrangements
- Accepted and finalized orders over the phone and in person
- Processed flowers for cooler storage
- Filled orders for pick-up
- Maintained the plants and cleanliness of store

Express Employment Professionals

Data Entry Clerk, August – October 2013

- Input information into databases for three individual companies
- Matched data with Excel spreadsheets
- Input data from insurance reports into forms for appraisers

Zimmerman Library, University of New Mexico

Circulation Supervisor, 2010 - 2013

- Supervised 8 students in circulation area
- Checked out books, assisted patrons in locating books, and answered questions about accounts
- At the reserves counter, checked out study rooms, laptops, iPads, Kindles and books on reserve for students. Scanned articles for eReserves and Interlibrary Loan.

Cinemark Century Rio 24

Box Office Cashier/ Usher, 2007 - 2012

- Usher (4 years)
- Box office attendant (1 year)
- Assistant to the manager on busy weekends

The Music Mart Inc.

Sales Clerk, 2005 – 2007

- Cashier
- Took orders over the phone and in person and filled in-store orders
- Entered new stock information into database; helped maintain inventory

ADDITIONAL SKILLS AND STRENGTHS

- Strong written and verbal communication skills
- Proficient in Microsoft Word, PowerPoint, Outlook, Excel, Open Office, Macintosh OS
- Data entry: 12006 kph
- Typing speed: 75 wpm