**Professional Summary**

I'm an individual who continually maintains a positive attitude while interacting with demanding clients. Serves as the primary point of contact for both in-house and external phone and website queries.

**Skills**

|  |  |
| --- | --- |
| * Excellent communication skills | * Multi-line phone proficiency |
| * Social media knowledge | * Pleasant demeanor |
| * Professional phone etiquette | * Works well under pressure |
| * Critical thinker | * Accurate and detailed |

**Work History**

**Business Name**– Port Clinton, OH

**Title** (Host/Expo/Server), 08/2016 to 10/2016

* Welcomed guests and coordinated employees to optimize efficiency.
* Focused on customer service and problem solutions.

**Business Name** – Marblehead, OH

**Title** (Customer Service/Caller), 01/2016 to 04/2016

* Contacted businesses and customers of the organization to inquire about future purchases.
* Acted as an ambassador of the organization when communicating with potential clients.

**Business Name** – Oak Harbor, OH

**Title** (Sitter), 06/2013 to 12/2015

* Watched kids ages 1 to 9 years old.
* Played learning games, did arts and crafts, lead exercises, read books and did chores.
* Encouraged good behavior, redirected poor behavior and followed all rules established by the parents.

**Volunteer**

**Organization Name** (Church/Camps/School) – Port Clinton, OH

**Education**

**Your High School** – (City), OH

**Graduation Year,** 2018