

PROFESSIONAL SKILLS

Experienced in customer service, communications, and operations across various industries. A high-performing individual who excels in fast-paced environments and building and maintaining solid client relationships. Along with being a quick learner, possesses extensive expertise in digital and print technology, application and software adaptability, and administrative proficiency.

KEY SKILLS

- Relationship Management
- Product and Technical Knowledge
- Proficient in various software applications
- Scheduling and multitasking
- Project management
- Communication and Coordination
- Android/iOS expertise
- Product issue resolution
- Analytical and problem-solving skills
- Customer-focused
- IT Support Services
- Troubleshooting

EXPERIENCE

Showroom Coordinator, Jordan's Furniture, New Haven, CT | August 2023–Present

- Serves as a key liaison to showroom, manufacturers, designers, and retail customers at Jordan's Furniture.
- Maintains an extensive understanding of product details and technical specifications for all items in the showroom and warehouse.
- Oversees sample ordering, shipments, unpacking, labeling, and organized product pick-ups as required.
- Ensures strict compliance with safety regulations and maintained adherence to time-sensitive deliverables while handling merchandise.
- Manages post-design meeting activities, including sample ordering, stock checks, creating visual presentations for product selections, and preparing estimates for pricing.

Sales Consultant, Jordan's Furniture, New Haven, CT | February 2021–August 2023

- Developed personalized and positive shopping experiences to guests through exceptional customer service skills.
- Collaborated with the team in short-term and long-term planning meetings weekly to meet sales goals.
- Proficiency in utilizing in-store CRM with a demonstrated ability to quickly learn new programs on the job.
- Utilized Jordan's consultative selling approach to identify merchandise that meets each guest's wants, needs, and budget.
- Prioritized building strong relationships and offering tailored solutions to meet individualized needs.

Sales and Customer Service Representative, AT&T, Glastonbury, CT | March 2014–January 2021

- Provided efficient IT support and telecommunications troubleshooting services to ensure smooth daily operations, demonstrating strong technical skills.
- Selected as an Apple Masters ambassador for expertise in Apple and Mac products, providing expert recommendations to customers.
- Streamlined telephone-based and email support to AT&T customers.
- Served as call center liaison, offering prompt and professional assistance with a range of issues and inquiries.

Sales and Customer Service Representative, P.C. Richard & Son, Manchester, CT | October 2012–March 2014

- Tailored the service experience to meet the unique needs of each customer, ensuring high levels of satisfaction.
- Acquired in-depth knowledge of computer software and programs to provide efficient and effective support to customers, demonstrating adaptability and technical proficiency.