

Kimberly A. Campbell

408 East Pleasant Street ■ Philadelphia, PA 19119

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KC

SUMMARY OF EXPERIENCE

- More than five years' experience in customer service and support with recognized strengths in account maintenance, problem-solving and trouble-shooting, sales staff support, and planning/implementing proactive procedures and systems to avoid problems in the work place.
- Ability to train, motivate and supervise customer service employees.
- A team player, acknowledged as "Total Quality Customer Service Professional."

EDUCATION

Chestnut Hill College

Bachelor of Science in Criminal Justice - December 2013

Community College of Philadelphia

Associate's Degree in Liberal Arts - May 2010

EXPERIENCE

Chestnut Hill Podiatry

Medical Assistant

November 2014- present

Assist doctors with patients, take vital signs

Assistant Manager, Olly Kids Shoe Store, Plymouth Meeting, PA

February 2012-Nov 2014

- Manage sales associates in a high volume sales environment
- Train newly hired sales associates on established company procedures and expectations
- Analyze performance data to set weekly sales goals and maintain personnel budget
- Resolve customer disputes in a prompt and courteous manner
- Maintain inventory database and provide sales trend feedback to corporate office
- Reconcile daily sales receipts

Key Holder, Olly Kids Shoe Store, Plymouth Meeting, PA

May 2013 - January 2014

- Prepared store for opening and closing
 - Trained and directed sales associates on customer service strategies
 - Processed, monitored and replenished merchandise
- Resolved customer complaints

Sales Associate, Olly Kids Shoe Store, Plymouth Meeting, PA

January 2012 – May 2013

- Assisted customers and responded to product inquiries
- Maintained inventory
- Organized merchandise displays
- Processed financial transactions

Intern, Wadud and Zafferese Law Office, Philadelphia, PA

January 2013-May 2013

- Created files, motions and petitions
- Observed court and pre-trial sessions
- Conducted legal research
- Performed general clerical work

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Sales Associate, Aerie Clothing Store, Willow Grove, PA

November 2009 - August 2010

- Processed currency and credit card transactions
- Resolved customer inquiries and complaints
- Maintained organization and cleanliness of fitting rooms

SKILLS

Microsoft Word, Excel, Power Point, Prezi, Microsoft Internet Explorer, Firefox, Google Chrome, Point of Sale Software Systems