
Ashley Barnes

2433 N 33rd St
Philadelphia, PA 19132
(215)687-1306
abarnes27260@gmail.com

SKILLS

Sales
Communication
Time Management
Team Work
Customer Service
Active Listening
Dependency
Dedication
Fast Paced
Cash Handling
Employee Engagement
Creativity

EXPERIENCE

School District of Philadelphia, Philadelphia Pa- Special Education Assistant

May 2018- Present

- Work with classroom teacher and support children with learning disabilities
- Assist in classroom management of children
- Daily data entry of children behavioral progress
- Assist children in feeding,transport,diapering and transition throughout school grounds
- Daily communication with parents,administrators,school counselors and outside agency
- Daily assisting in children planning for activities and class work

PNC Bank, Philadelphia Pa- Teller

February 2017

- Organized,stocked and maintained the teller window area

- Executed customer transactions,including deposits,withdrawals,money orders and checks
- Rapidly and efficiently prepared customer ATM cash and change orders
- Processed quarterly vault and atm/ bank audits with zero-error rate
- Referred non clients for financial assistance and assisted existing clients for financial well-being conversation
- Credit card referral and account upgrade

Walmart Supercenter , Warminster Pa - Customer Service Manager

October 2009 - October 2016

- Cross-trained and backed up other customer service manager
- Met all customer call guidelines including service levels,handle time and productivity
- Solved unresolved customer issues
- Promptly responded to inquiries and requests from prospective customers
- Provided accurate,specific and timely performances feedback for CSRs.
- Identified individual development needs with appropriate training
- Resolved associate, tool and service delivery issues revealed by statistical report
- Maintained up-to-date knowledge of product and service change
- Assume ownership over team productivity and managed workflow to meet or exceed quality service goals
- Effective liaison between customers and internal departments
- Investigated and resolved customer inquiries/complaints in an empathetic manner
- Adhered to all confidentiality requirements at all times

Five Below Philadelphia,Pa- Assistant Manager

- Perform open and closing procedures
- Organized private mailbox system using mailbox manager software
- Overlooked payroll and approved when general manager was on vacation
- Use Kronos system to create schedules,breaks and productivity of employees
- Interview candidates for positions and made staff decisions

EDUCATION

Delaware Valley Charter HS - HS Diploma

September 2006 - June 2010

Harris School of Business - Medical Assistant

February 2015 - August 2015

AWARDS

City of Philadelphia Citation

References

Rasheed Clark (215) 397-8255

Ciara McMillian (267) 261-7751

Aaron Ford (484) 506-8830

Michael Foster (267) 591-0803