

KIMBERLY SMITH

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CAREER OBJECTIVE

BBA, Management Candidate eager to contribute academic background as well as concurrent professional experience in customer-focused, service-oriented industries toward launching and developing a successful career while delivering immediate results as a valued team member

PROFILE

- Concurrent with academic pursuits, employed in Sales and Customer Service; recognized as *Top Sales Performer* with multiple employers
- Effectively negotiated with Blockbuster to maintain ongoing employment at both Washington and California locations to accommodate academic schedule
- Took advantage of opportunity to gain valuable International Business experience through Syracuse University study abroad program in Strasbourg, France; 2006-2007
- Dynamic communication, consultation, relationship building, and problem solving skills
- Solid experience in purchasing, vendor relations and inventory control

EDUCATION

St. Martin's University-Lacey, WA

Bachelors in Business Administration, *Management-*; *Minor: International Relations*; May 2009

PROFESSIONAL EXPERIENCE

Blockbuster 2007-2008

Customer Service Representative-Lacey, WA; Concurrent with Academic Pursuits, 2007/2008

Customer Service Representative-Redding, CA; Seasonal, 2007/2008

- Routinely transferred between WA and CA stores during school year and holidays/summer break, demonstrating value to the employers as *Top-Performing Sales Associate* at both locations
- Drove sales through proactive customer presentations and strategic promotions
- Proficiently processed credit/cash transactions and maintained member account database via computerized point-of-sale (POS) system
- Facilitated both on-site and phone customer relations, providing quality service in responding to inquiries and troubleshooting issues

St. Martin's University Bookstore-Lacey, WA

2005-2006

Customer Service Representative

- Effectively monitored and ordered inventory to maintain optimal stock levels while controlling overhead costs; built critical relationships with multiple key vendors
- Successfully sold books and supplies and efficiently processed sales transactions

Aaron Brothers Art and Framing-Redding, CA

2005

Customer Service Representative

- Acquired and applied comprehensive product and industry knowledge toward generating high-volume sales; facilitated sales process from initial client consult through computerized transactions
- Ensured store maintained effective stock levels to support sales of products and services