

# MIRIAM “Beth” JONES

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## OBJECTIVE

### *CUSTOMER SERVICE/MANAGEMENT*

#### SUMMARY OF QUALIFICATIONS

- 11 Years of Customer Service Experience
- 5 years of Customer Service Management
- Problem-solving & Conflict Management Skills
- Cross trained new hire cashiers
- Cross trained 5 members of Management
- Dependable employee, team player and fast learner
- Knowledgeable in customer service environment
- Committed and dependable

#### SKILLS & ACCOMPLISHMENTS

##### Customer Service

- Possess strong communication and organizational skills.
- Linked customers with informational resources as value-added service.
- Leveraged position with customers, offering impressive record for service and reliability.
- Responsible for accuracy of information about products, inventory control, and scheduling.
- Met challenges head on; work well in stressful situations and in a fast-paced setting.

##### Leadership

- Managed various areas of Department Store, built modular, worked effectively with employees and customers
- Strong Problem Solving Skills and Conflict Management Skills
- *Ten year Safety Award, Five star Cashier Award*
- Mastered the Art Of Challenging Customers.

##### Organization Skills

- Maintained orderly departments and work schedules of cashiers.
- Managed customer support representatives in various departments.
- Cross-trained employee's in various departments of Super Center Department Store.

#### WORK EXPERIENCE

1998-2010	<i>Customer Service Manager</i>	<b>Wal-Mart Supercenter</b> , Gastonia, NC
1996-1997	<i>Sander/Sprayer</i>	<b>Rex Furniture Company</b> , Rex, GA
1995-1996	<i>Material Handler/Machine Operator</i>	<b>Polygram Inc.</b> , Grover, NC
1992-1994	<i>Cosmetologists</i>	<b>York Hair Salon</b> , Gastonia, NC

#### EDUCATION

**SHELBY HIGH SCHOOL**, Shelby, NC  
Diploma 1989

**CLEVELAND COMMUNITY COLLEGE**, Shelby, NC  
*Success: Landing My Next Job*

