

SHANNON NICOLE ROACH

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PROFESSIONAL SUMMARY

I have always been a strong driven woman to achieve anything I set myself out to do.

SKILLS

I also graduated with my cosmetology license. I attended vocational school in '96 and '97.

WORK HISTORY

JANUARY 2018-JULY 2018

Assistant Manager | Fast Sticker Inspection | Lewisville, TX

- Interacted with customers as they entered the store to determine what their needs were.
- Immediately addressed problems with customers to promote quick and successful resolution.
- Monitored security and handled incidents in a calm and professional manner.
- Handled all customer relations issues in a gracious manner and in accordance with company policies.
- Greeted customers in a timely fashion while quickly determining their needs.
- Completed all daily tasks and special assignments with an efficient and quality-driven approach.
- Operated a cash register for cash, check and credit card transactions with 100% accuracy.

JUNE 2014-JUNE 2017

Online sales associate | Charge on the Go | Flower Mound, Tx

- Verified data integrity and accuracy.
- Responded to customer requests via telephone and email.
- Developed new process for employee evaluation which resulted in marked performance improvements.
- Entered details such as payments, account information and call logs into the computer system.

EDUCATION

97

High School Diploma

Point Pleasant Beach, Point Pleasant Beach, NJ

- Graduated in Top 10% of Class