

Nicole Chaloux

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Enthusiastic individual eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Clear understanding of restaurant industries and sales with training in Online Marketing. Motivated to learn, grow and excel in everything.

Professional Experience

Customer Sales and Support Specialist

GoDaddy, Gilbert, Az | July 2018 - October 2020

- Identified customers issues, analyzed information and provided solutions to problems.
- Engaged with customers to effectively build rapport on thier businesses and lasting relationships.
- Boosted sales by conferring with customers to evaluate business purchases and recommend best-fit company offerings.
- Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
- Acquired strong skills in online marketing, domain management, Microsoft O365 email, and website hosting.

Shift Manager

Johnny Rockets, Gilbert, Az | May 2016 - June 2018

- Established workflow processes, monitored daily productivity and implemented modifications to improve overall performance of personnel.
- Actively listened to customers' requests, confirming full understanding before addressing concerns.
- Served customers and followed outlined steps of service.
- Ensured the restaurant was running up to health code expectations.
- Maintained excellent attendance record, consistently arriving to work on time.
- Kept register accurate through correct billing, payment processing and cash management practices.

Sales Associate

Macy's, Gilbert, Az | August 2014 - February 2015

- Helped customers complete purchases, locate items and join reward programs.
- Used consultative sales approach to understand customer needs and recommend relevant offerings.
- Stocked merchandise, clearly labeling items, and arranging according to size or color.
- Balanced and organized cash register by handling cash, counting change and storing coupons.
- Informed customers of current store promotions to encourage additional sales purchases.

Server

Johnny Rockets, Gilbert, Az | April 2012 - May 2016

- Delivered exceptional customer service by greeting and serving guests in a timely, friendly manner.
- Upsold high-profit items such as appetizers and milkshakes to enhance sales numbers.
- Collected payment for food and drinks served, balanced cash receipts and maintained accurate cash drawer.
- Continually stocked tables and condiments to guarantee the most enjoyable experience for guests.

Education

High school diploma

Williams Field High School at Gilbert, Az | September 2009 - June 2013

Pharmacy Technician Certification

East Valley Institute Of Technology at Gilbert, Az | September 2011 - June 2013

Key Skills

- Leadership
- Supervision
- Flexible & Adaptable
- Conflict resolution
- Multi tasking
- Superior communication skills
- Online Marketing
- In person and phone sales
- Analytical skills
- Microsoft Office O365 management
- Website building and management

Food Handlers Card

Completed Course with AAA Food Handler