

CRYSTAL DEAL

Midland, TX 79705

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SKILLS

- Management
- Analysis Skills
- Microsoft Outlook, Excel
- Cash Handling
- Data Entry
- Customer Relationship Management (CRM)

PROFESSIONAL SUMMARY

Talented Manager with expert team leadership, planning, and organizational skills built during successful career. Smoothly equip employees to independently handle daily functions and meet customer needs. Diligent trainer and mentor with exceptional management abilities and results-driven approach.

WORK HISTORY

Customer Service Manager (CSM)

Lowe's Home Improvement – Scarborough, US

- Resolved customer complaints while prioritizing customer satisfaction and loyalty.
- Took ownership of customer issues and followed problems through to resolution.
- Managed a team of customer service representatives, fostering a positive work environment focused on teamwork and collaboration.
- Trained and regularly mentored associates on performance-oriented strategies and customer service techniques.
- Managed complex customer issues effectively, navigating multiple internal resources to identify and implement the best possible solutions.

Assistant Manager

Burger King

- Supervised day-to-day operations to meet performance, quality and service expectations.
- Maintained a clean, safe, and organized store environment to enhance the customer experience.
- Developed strong working relationships with staff, fostering a positive work environment.
- Monitored cash intake and deposit records, increasing accuracy, and reducing discrepancies.
- Offered hands-on assistance to customers, assessing needs, and maintaining current knowledge of consumer preferences.

Cashier/Customer Service

McCoy's Building Supply – Midland, US

- Operated cash register for cash, check, and credit card transactions with excellent accuracy levels.
- Product and inventory knowledge
- Built relationships with customers to encourage repeat business.
- Worked flexible schedule and extra shifts to meet business needs.
- Maintained a balanced cash drawer, ensuring accurate accounting at the end of each shift.
- Restocked and organized merchandise in front lanes.

Cashier and Customer Service

Smokers Outlet

- Greeted customers entering store and responded promptly to customer needs.
- Welcomed customers and helped determine their needs.
- Worked flexible schedule and extra shifts to meet business needs.
- Operated cash register for cash, check, and credit card transactions with excellent accuracy levels.
- Handled multiple payment methods securely, minimizing discrepancies and potential losses.

Caregiver

Miracle Home Care

- Assisted clients with activities of daily living, promoting independence and quality of life.
- Cleaned house, ran errands, managed laundry, and completed weekly grocery shopping.
- Assisted with dressing guidance, grooming, meal preparation, and medication reminders.
- Performed light housekeeping duties to maintain cleanliness standards while respecting the patient's personal space.

EDUCATION

Cosmotologist

Alladin Beauty College

CERTIFICATIONS

- TABC, Indefinite
- Food Handler Certification, Indefinite
- Driver's License, 06/01/24, 03/31/32, Non-CDL Class C
- CPR Certification, 08/01/24, 08/31/26, Adult CPR training
- H2S, 08/01/24, 08/31/25, Also fit tested
- Draeger Panorama Nova ONE SIZE, Scott AV-3000 MEDIUM
- 3M 6000 HALF-MASL 6200 MED, SCOTT AV-2000 LRG (cs)

PERSONAL INFORMATION

Authorized To Work: US for any employer