

JANET FLORES

Midland, TX 79703 | 432-557-8729 | Janetflores89@yahoo.com

Skills

- Complaint Handling
- Data Entry
- Advanced computer skills
- Accounting and bookkeeping
- Invoice Processing
- Customer Relations

Professional Summary

To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.

Work History

Sales Associate

05/2018 to 02/2019

Stripes Convenience Store – Midland, TX

- Handled cash transactions efficiently while adhering to company cash handling policies.
- Count money in cash drawers at the beginning and end of shifts to ensure that amounts are done correctly
- Organized racks and shelves to maintain store visual appeal, engage customers, and promote specific merchandise.
- Resolve customer complaints, guide them, and provide relevant information
- Accurately processed POS transactions, returning coin, currency, payment cards, and receipts to customers.
- Assisted in training new staff members on company policies, product information, and sales techniques for a seamless onboarding experience.

Customer Service Representative

01/2016 to 05/2018

Ashley Furniture Homestore – Midland, TX

- Managing a team of junior customer service representatives
- Managed high-stress situations effectively, maintaining professionalism under pressure while resolving disputes or conflicts.
- Resolved customer complaints with empathy, resulting in increased loyalty and repeat business.
- Responded to customer requests for products, services, and company information.
- Developed strong product knowledge to provide informed recommendations based on individual customer needs.

- Processing orders, forms, applications, and requests
- Maintained detailed records of customer interactions, ensuring proper follow-up.

Additional Experience

Midland, TX

- Creating, filing and updating financial records and reports.
- Facilitated collections for debt recovery
- Answer busy telephone line
- Completed data entry tasks with accuracy.
- Completed payroll for employees and maintained detailed records of procedures.
- Managed accounts payable and receivable activities, maintaining vendor relationships and positive cash flow.
- Completed taxes & forms in compliance with legal regulations.
- Maintained and processed invoices, deposits, and money logs.

Education

432-288-2418

Prosperity Employment Outreach - Midland

Languages

Spanish