

# Jessie Jones

## **CUSTOMER SERVICE REPRESENTATIVE - ACE HARDWARE DISTRIBUTION**

Colusa, CA 95932

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530-329-9973

Authorized to work in the US for any employer

## Work Experience

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### **CUSTOMER SERVICE REPRESENTATIVE**

ACE HARDWARE DISTRIBUTION - Rocklin, CA

August 2016 to July 2020

- Answer calls and respond to emails
- Maintain positive retailer relations.
- Generate and interpret various reports
- Investigate and resolve customer inquiries and complaints in a timely manner
- Use of SAP, Microsoft Word and Excel daily

### **SALES ASSOCIATE**

TARGET - Yuba City, CA

January 2014 to August 2016

- Maintained knowledge of current sales and promotions, policies regarding payment and exchanges and security practices
- Determined customer needs by asking relevant questions and listening actively to the responses.
- Completed setup, breakdown and product preparation for promotional displays
- Contacted other store locations to determine merchandise availability

### **SALES ASSOCIATE**

AEROPOSTALE INC - Yuba City, CA

May 2012 to January 2014

- Responded to customer concerns with friendly and knowledgeable service.
- Alerted customers to upcoming sales events and promotions.
- Stocked and replenished merchandise according to store merchandising layouts.

## Education

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### **HS DIPLOMA**

ALBERT POWELL HIGH SCHOOL

May 2012

## Skills

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- DATA ENTRY (2 years)

- ORGANIZATIONAL SKILLS
- LOGGING (2 years)
- Call Center (3 years)
- Customer Service (8 years)
- Customer Care (8 years)
- Customer Support
- CSR
- SAP

## Assessments

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### **Customer Focus & Orientation — Expert**

February 2020

Responding to customer situations with sensitivity

Full results: [Expert](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

## Additional Information

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### Skills & Abilities

- MS Windows proficient
- Exceptional communication skills
- Logging call information
- Organizational skills
- Data entry