

Alicia Phillips
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I have eighteen years of customer service, sales, clerical, and administrative experience. I am hardworking, dependable, and reliable in helping customers and contributing to the company's success. I have an outgoing and a positive attitude that contributes to an efficient work environment.

- Excellent communication skills (verbal, written and listening)
- Ability to effectively interface with all levels of an organization
- Extremely proactive, detailed and customer service focused
- Proficient in MS Access, Word, Excel, Outlook, and scheduling

Education

Liberty High School, Renton, WA

5/2002

- Diploma

Work Experience

Quality Food Center; Maple Valley, WA

10/2018-10/2020 & 9/2010-12/2013

Bakery Manager

- Responsible for managing a team of employees: scheduling, time management and employee relations in a fast-paced retail environment
- Consistently achieved YOY sales growth within my department
- Responsible for budgeting/forecasting labor projections and running the department efficiently, maximizing production to stay within budget limits
- Hired and trained new bakery personnel
- Responsible for tracking, counting, and reporting departmental inventory monthly
- Merchandised the bakery department, built displays for holidays, and focus items, assisted in building schematics for other bakery teams within my organization
- Handled escalated customer concerns with speed and knowledgeable support to achieve optimal satisfaction and maintain long-term loyalty

Quality Food Center; Maple Valley, WA

4/2018 -10/ 2018

Wine Steward

- Responsible for creating and maintaining relationships with customers
- Display high level of customer service skills by interacting with them in a pleasant manner each visit
- Reflect and debrief staff after each shift
- Held to high standards company wide and expected to carry out a sense of pride for the Dutch culture inside and outside the job

Quality Food Center; Maple Valley, WA

6/2013 - 4/2018

Cashier

- Operated cash register for all transactions with excellent accuracy levels
- Provide customer service by helping customers complete purchases, locate items and join reward programs
- Restocked and organized merchandise in front lanes
- Checked identification for proof-of-age for alcohol and tobacco sales

Starbucks; Bellevue, WA

4/2004 - 9/2010

Manager

- Cultivated and maintained relationships with customers and suppliers
- Responsible for franchisee requirements
- Learning, training, and delivering on all Starbucks standards
- Revolving seasonal merchandising
- New products implementation
- Conducted monthly inventories of all products and supplies within the department
- Established and updated work schedules to account for changing staff levels and expected workloads
- Resolved product or service problems by clarifying customer's complaint, determining cause of problem and selecting best solution to solve problem
- Provided excellent customer service to all customers
- Responsible for all ordering and inventory

References

- Arielle Alvarez, 602-579-5884, mrs.arielle.alvarez@gmail.com
 - Personal
- Angela Duran-Dahl, 425-443-8741, angieduran@yahoo.com
 - Professional