

# NATALIA HOLLAND

## CUSTOMER SERVICE ASSOCIATE I

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### STRENGTHS

- ✔ **Organizational Skills**  
Effectively maintained project timelines, keeping both personal and team objectives on track amidst busy schedules.
- ♥ **Customer Engagement**  
Built lasting relationships with regular customers, reinforcing trust and loyalty while navigating concerns swiftly.
- 💰 **Cash Handling**  
Handled varied payment methods securely, demonstrating accuracy and sound judgment in financial transactions.
- 💡 **Problem Solving**  
Identified challenges proactively, employing creative solutions and keeping clients informed during resolution processes.
- 👥 **Team Collaboration**  
Teamed up with coworkers, creating strength-based approaches yielding smoother sales processes and enhanced customer interaction.

### SKILLS

Customer Service Cash Handling

Problem Solving

Inventory Management

Communication Skills Adaptability

Conflict Resolution

Team Leadership

Time Management Sales Support

Product Knowledge

Event Coordination

Retail Operations Data Entry

### SUMMARY

Driven customer service associate with over 3 years of experience in retail environments eager to bring knowledge and skills to Bright Retail Solutions. Proven track record in handling customer inquiries and recommendations, successfully managing sales transactions while ensuring accurate cash handling. Strong ability to maintain store inventory and uphold a clean, welcoming shopping environment for customers. Committed team player consistently contributing to a respectful atmosphere and responsive service. Adaptability supported by solid communication and problem-solving skills allows addressing customer needs effectively.

### EXPERIENCE

#### Retail Associate

Smart Shop Retailers 📅 May 2024 - Present 📍 Chicago, IL

Excel in delivering exceptional customer service at Smart Shop Retailers. Responsible for processing transactions accurately and safeguarding company assets while maintaining seamless operation of the cash register. Engage with customers personally to resolve concerns and guide their selections. Regularly assist in organizing inventory and executing restocking practices that promote quality standards.

- Address customer requests by providing knowledgeable assistance and tailored product suggestions.
- Accurately process transactions, receiving payments, and minimizing discrepancies through careful cash handling.
- Assist with new merchandise delivery, managing shipment organization to streamline stock replenishment.
- Ensure adherence to cleanliness protocols throughout the store, positively impacting customer satisfaction.

#### Sales Assistant

Value Mart 📅 June 2022 - April 2024 📍 Naperville, IL

Played an integral role as a Sales Assistant at Value Mart, focusing on enhancing sales operations alongside a collaborative team. Assisted customers in finding products, fostering meaningful interactions aimed at improving experiences within our store environment. Upheld high standards of cleanliness and organization, aligning daily tasks with operational goals.

- Supported daily sales activities, driving overall performance aligned with predefined targets.
- Responded proactively to customer queries, helping facilitate informed purchases through active engagement.
- Maintained the cleanliness of all store areas, ensuring an inviting atmosphere for shoppers.
- Collaborated closely with colleagues to implement strategies increasing service efficiency and effectiveness.

### LEADERSHIP & AWARDS

- Certified Customer Service Professional earned in 2024, highlighting commitment to excellence in service.
- Recognized employee prize awarded in 2025 for outstanding dedication and consistent customer commendations.

### EDUCATION

#### Associate of Arts in Business Management

Community College of Chicago 🎓 GPA: 3.5 📅 2022 📍 Chicago, IL

Merchandising

Relationship Building

## LANGUAGES

English Native

Spanish Proficient

## MY CAREER



● Retail Associate at Smart Shop Retailers (2.1 Years)

● Sales Assistant at Value Mart (1.8 Years)

*Coursework: Management, Marketing, Customer Service, Accounting*

## CERTIFICATIONS

- Certified Customer Service Professional 📅 2024
- First Aid/CPR Certified 📅 2025

## TECHNICAL SKILLS

- **Customer Relationship Management Software:** Salesforce, Zendesk, Freshdesk
- **Point of Sale Systems:** Square, Clover, Toast
- **Communication Tools:** Slack, Microsoft Teams, Zoom
- **Microsoft Office Suite:** Word, Excel, PowerPoint
- **Inventory Management Tools:** TradeGecko, Fishbowl, Crafty
- **Data Entry Systems:** Google Sheets, Oracle, DataEase
- **Payment Processing Platforms:** PayPal, Stripe, Venmo
- **Idea Sharing Platforms:** Trello, Miro, Notion
- **Training Management:** Trainual, GoOne, TalentLMS
- **Virtual Communication:** Skype, Cisco Webex, Google Meet

## PROFESSIONAL AFFILIATIONS

- Active volunteer member of community outreach programs focusing on aiding local families and schools.
- Participate regularly in professional networking events cementing connections within the retail industry.

## ADDITIONAL INFORMATION

**Work Status** : Authorized to work in United States. No sponsorship required.

## REFERENCES

AVAILABLE ON REQUEST