

Palma Marafino

Counter Clerk

✉ palma.marafino@gmail.com

☎ (129) 642-2585

📍 123 Main St, Hartford, CT
06105

Education

Diploma in Customer Service and Sales at Norwalk Community College, Norwalk, CT

Aug 2018 - May 2022

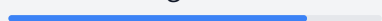
Relevant Coursework: Customer Relations Management, Sales Techniques and Strategies, Communication Skills, Conflict Resolution, Time Management, Product Knowledge, and Customer Retention.

Links

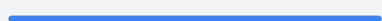
[linkedin.com/in/palmamarafino](https://www.linkedin.com/in/palmamarafino)

Skills

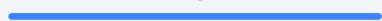
Cash Handling



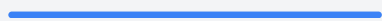
Customer Service



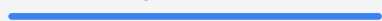
Inventory Management



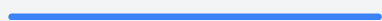
POS Operation



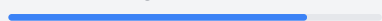
Time Management



Conflict Resolution

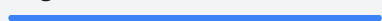


Multitasking

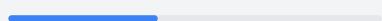


Languages

English



Hindi



Hobbies

Profile

Dedicated Counter Clerk with 1 year of experience providing exceptional customer service in fast-paced environments. Skilled in order processing, inventory management, and cash handling. Proven ability to resolve customer issues and improve sales through effective communication and attention to detail. Adept at multitasking, organization, and time management, striving to enhance client satisfaction and overall operational efficiency.

Employment History

Counter Clerk at The UPS Store, CT

Apr 2023 - Present

- Successfully managed over 500 customer transactions per week, ensuring efficient and accurate processing of shipments and timely resolution of any issues.
- Increased customer satisfaction ratings by 15% within the first six months by providing exceptional service, promptly addressing concerns, and maintaining a clean and organized store environment.
- Streamlined the inventory management process, reducing stock discrepancies by 20% and ensuring all products were readily available for customers.

Assistant Counter Clerk at FedEx Office, CT

Aug 2022 - Feb 2023

- Successfully managed and streamlined the customer service counter operations, resulting in a 15% increase in efficiency and reducing average customer wait time by 5 minutes in FedEx Office, CT.
- Exceeded sales targets for additional services such as printing, packaging, and shipping supplies by 20%, generating an additional \$10,000 in revenue for the store during the first year of employment.
- Implemented a new organization system for sorting and storing incoming packages, leading to a 30% reduction in misplaced or lost items and improving overall customer satisfaction rates by 10%.

Certificates

Certified Bank Teller (CBT)

Aug 2021

National Retail Federation Customer Service and Sales Certification

May 2020

Memberships

International Customer Service Association (ICSA)

National Retail Federation (NRF)