

Jennifer Chandler

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EXPERIENCE

Red Lobster – Jackson, TN — Server / Bartender

02/2004 to 10/2004

Red Lobster – Jackson, TN

Greeted customers entering the restaurant to ascertain what each customer wanted or needed.

Described Menu items to customers and accurately explained details, the item selections, and promotional

specials on the menu.

Earned management trust by serving as key holder, responsibly opening and closing parts of the

restaurant.

Politely assisted customers on friendly service basis of their preferences.

Provided an elevated customer experience to generate a loyal clientèle.

Conducted weekly walk-throughs with the manager to discuss interior visual displays,

including restaurant indoor presentation.

Handled daily heavy flow of food preparation, clean-up and learning the new menu, food and drink items,

including how to mix cocktails; familiarizing myself with all the different drinks served and different

aspects to gaining my liquor license.

Developed reputation as an efficient server with good levels of accuracy.

Provided ongoing guest service, including giving pricing and good menu advice. Maintained

cleanliness and presentation of stock room and production floor.

Built long-term customer relationships and advised customers on purchases and promotions.

Learned digital monitor menu screens and how to separate or include each customer and what they ordered

from menu including adding up tickets. Monitored cash drawers in

SKILLS

Creative problem solver

Good communication skills

Quick learner

Strong client relations

Written communication

Verbal communication

Organization

Time management

Attention to detail

Technology

Independence

Training development aptitude

Proficient in cash management

Shipping and receiving professional

Mediation capability

multiple checkout stations to ensure

adequate cash supply.

Routinely answered customer questions regarding food and drink items and pricing.

Asked open-ended questions to assess customer needs.

Learned, referenced and applied product knowledge information.

Communicated promotions to customers to generate return business.

Recommended alternative items if items were out of stock.

Department of Human Services – Jackson, TN — Data Entry / Clerical / Case processing

11/2004 to 12/2005

Answered an average of 10-15 calls per day by addressing clientele or inquiries, solving problems

providing helpful information.

Greeted people entering the administrative building to ascertain what each person wanted or needed

Politely assisted the people in person and via telephone.

Communicated with co-workers regarding back order availability, future inventory and special orders

Answered questions for the general public with up-to-date knowledge of requirements for eligibility

rules that applied and politely assisted in any other misunderstandings, specific or generalized questions

Handled daily heavy flow of data entry, filling out paperwork, printing, copying, organizing and filing

Cooperating with the co-workers in other departments on invoicing and shipping problems and any

duties involved as my job requirements.

Restocked inventory every month and reviewed operation data to verify proper replenishment.

Developed reputation as an efficient service provider with high levels of accuracy.

Investigated and resolved customer inquiries and complaints in a timely and empathetic manner.

Ensured superior assistance the people's experience by addressing their concerns, demonstrating and resolving problems on the spot.

Processed daily paperwork and renewal of benefits and caseloads for

clients.

Maintained cleanliness and presentation of stock room, offices and cubical.

Directed calls to appropriate individuals and departments.

Organized files, storage areas and racks by size, names, dates and color to promote visually appealing

organized environment.

Asked open-ended questions to assess client needs.

Learned, referenced and applied department knowledge information.

Participated in physical inventory counts every time period.

Contacted clients to follow up on renewals or case situations, and inform them about any policies

procedures from my department.

Replenished supplies, bags and other materials as needed.

Jymboree Specialty Toy Catalog – Oregon City, OR –Catalog Customer Representative / Data Entry

04/2000 to 12/2000

Processing customer orders

Answered an average of 15-20 calls per day by addressing customer inquiries, solving problems and

providing new product information.

Described product to customers and accurately explained details and care of merchandise.

Earned management trust by serving as key holder, responsibly opening and closing store.

Politely assisted customers in person and via telephone.

Communicated with vendors regarding back order availability, future inventory and special orders.

Provided an elevated customer experience to generate a loyal clientèle.

Recommended, selected and helped locate and obtain out-of-stock product based on customer requests.

Answered product questions with up-to-date knowledge of sales and store promotions.

Effectively communicated with and supported sales, marketing and administrative teams on a daily basis.

Restocked inventory every month and reviewed cash operation data to

verify proper replenishment.

Bagged, boxed or gift-wrapped sold merchandise per customer's request.

Assisted customers with product selection, inquiries and order customization requests.

Investigated and resolved customer inquiries and complaints in a timely and empathetic manner.

Ensured superior customer experience by addressing customer concerns, demonstrating empathy and

resolving problems on the spot.

Processed a varied flow of invoices and billed renewed invoices to clients.

Maintained cleanliness and presentation of stock room and production floor.

Directed calls to appropriate individuals and departments.

Built long-term customer relationships and advised customers on purchases and promotions.

Routinely answered customer questions regarding merchandise and pricing.

Dedicated to continuously improving product knowledge.

Asked open-ended questions to assess customer needs.

Learned, referenced and applied product knowledge information.

Participated in physical inventory counts every time period.

Replenished supplies, bags and other materials at each cash wrap.

Folded decorative wrapping and packaging arranged as attractive gifts before shipping.

EDUCATION

Jackson Community College - Jackson, TN.

N/A: General

A few semesters into my goal of getting my Bachelor's Degree, I started having health issues that prevented me from finishing.

PROJECTS

CNC Router Designs / Woodworking

Designing, painting & creating professional wooden signs with logos, brands or decorative

Graphic Design Software

Using Canva, Inkscape and other design software to design and create digital art for freelancing gigs

Professional Summary

It has been several years since I worked on the phone lines, entered data, and received orders for products as a Customer Service representative. I am a quick and eager learner if given the opportunity and training. The reasons for the gaps between jobs and why they didn't last more than a year were because I suffered from seizures, as well as a high-risk pregnancy with both my children, which meant I had to stay home and not be in a job outside of the home. In addition to the chronic health conditions, I developed additional disabilities which have continued to worsen over this time period. I am capable of working on a less stressful schedule at home on my computer and raise my two children on my own after being widowed; thus, I am able to work and put in 100% effort around my disabilities. I've been able to better manage my health disorders in the past few years.

With an overall experience of 6 years in customer service face-to-face and some call center environments, I am qualified in communication with customer care. I am professional and friendly. As a Customer Service Representative with previous experience, I am an excellent communicator with an understanding and caring personality. I am patient, empathic, and have some background in customer service and conflict resolution. I am interested in working in Customer Service, Administrative, Data Entry, or Service Support. Ability to establish rapport with clients and train other new employees. Self-motivated with communication and computer capabilities. Friendly adept at working in diverse customer service environments.