
MONIQUE AUSTIN

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PROFESSIONAL SUMMARY

Knowledgeable and dedicated customer service professional with extensive experience in Retail industry. Solid team player with outgoing, positive demeanor and proven skills in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. Specialize in quality, speed and process optimization. Articulate, energetic and results-oriented with exemplary passion for developing relationships, cultivating partnerships and growing businesses.

SKILLS

- Credit card processing
- Complaint resolution
- Creative problem solving
- Money handling abilities
- Retail store support
- Organization
- Customer/Client relations
- International sales support
- Order Fulfillment
- Good listening skills
- Stocking and replenishing
- Problem-solving skills
- Customer service
- Verbal and written communication

WORK HISTORY

Customer Service Representative, 08/2019 to Current

Ross Stores Inc. – Virginia Beach, VA

- Fielded customer questions regarding available merchandise, sales, current prices and upcoming company changes.
- Provided primary customer support to internal and external customers in fast-paced environment.
- Offered advice and assistance to customers, paying attention to special needs or wants.
- Reviewed and resolved differences between accounting information and cash drawer.
- Processed POS transactions, including checks, cash and credit purchases or refunds.
- Monitored customers for signs of theft.
- Led customers to right aisles and shelves to provide information on available clothing items and accessories.
- Managed and supervised front-end upon management request.

- Maintained efficiency score of at least 100%.
- Answered customer telephone calls promptly to avoid on-hold wait times.

Cashier, 07/2017 to 07/2019

Harris Teeter Supermarkets Inc. – Virginia Beach, VA

- Helped customers complete purchases, locate items and join reward programs to promote loyalty, satisfaction and sales numbers.
- Reviewed and resolved differences between accounting information and cash drawer.
- Checked identification for proof-of-age and refusing alcohol and tobacco sales to underage customers.
- Counted cash in register drawer at beginning and end of shift.
- Assisted customers by answering questions and fulfilling requests.
- Checked prices for customers and processed items sold by scanning barcodes.
- Answered questions about store policies and concerns to support positive customer experiences.

EDUCATION

Associate of Science: 05/2021

Tidewater Community College - Norfolk, VA

- Member of Phi Theta Kappa
- Continuing education in Biology Education
- 3.7 GPA

High School Diploma: 06/2019

Floyd Kellam High School - Virginia Beach, VA