

# ROBERT SMITH

## Softlines Associate II

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Multi-tasked, detailed oriented, self-starter offering excellent communication skills with computer experience. Outgoing and professional, seeking an opportunity to utilize skills to enhance the Company's profitability and be rewarded for dedication and success.

### **AUGUST 2014 - FEBRUARY 2015**

#### **SOFTLINES ASSOCIATE II - ABC CORPORATION**

- Organized and folded clothes.
- Made sure the customer was happy.
- Made sure to clean the softlines department, by picking up the product.
- Learned how to work in a different work area.
- Learned skills that would help people decide what to buy and gain more customer service knowledge.
- Ran a register in layaway and answer phone calls for all clothes in the store to provide customers with information.
- Worked in the backroom to pull stock and put it out with the help of a handheld computer system.

### **2011 - 2014**

#### **SOFTLINES ASSOCIATE - DELTA CORPORATION**

- Some days I would have to return items back to the department I was in.
- Customers would call asking a question about a item that was in my department and I would help them.
- If a customer asked about sales or how much an item was it was my job to look it up and find out for them.
- I think during this job, I learned how to deal with people of different ages and races.
- Skills Used I used Customer Service Skills.
- Helping customers when needed.
- Receiving customer calls.

## **EDUCATION**

Diploma- 2010(Chambersburg Area High school - Chambersburg, PA)

## **SKILLS**

Microsoft, Ms Word, Customer Service, Communication.