

Indiana Adame

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Motivated customer service specialist with over five years retail experience in a fast-paced, team-based environment.

Authorized to work in the US for any employer

Work Experience

Brand Ambassador

Salespros - Bakersfield, CA
April 2019 to April 2020

Responsible for generating interest in and driving sales of specific products (generally wine, beer or spirits) at specified locations, setting up and breaking down demo area, and reporting shift details to supervisor.

Account Specialist

Student Account Management Services - Bakersfield, CA
September 2017 to September 2018

Follow guidelines and procedures to collect on defaulted accounts and utilize customer service skills to rehabilitate said accounts.

Tier 1 Technical Advisor

Xerox - Bakersfield, CA
July 2015 to November 2016

Identified and solved technical issues with a variety of diagnostic tools.
Managed call flow and responded to technical support needs of customers.
Met and exceeded company productivity goals month over month.
Resolved customer issues in a clear, courteous and straightforward manner.

Visual Team Lead

Teavana - Bakersfield, CA
April 2013 to May 2015

Achieved sales goals and service performance requirements through new customer sales.
Routinely answered customer questions regarding merchandise and pricing.
Trained, coached and mentored staff to ensure smooth adoption of new program.
Solved unresolved customer issues.

Canvasser

CalVoter - Bakersfield, CA
June 2013 to September 2013

Responsible for increasing voter turnout for specific candidate by going door to door to disseminate information as well as for registering citizens to vote.

Photographer

Picture Me Portrait Studio - Bakersfield, CA
June 2012 to February 2013

Facilitated weekly studio appointments.
Provided an elevated customer experience to generate a loyal clientèle.
Consistently hit and exceeded sales goals by 20%.
Completed store opening and closing procedures.

Demonstrator

Warehouse Demo Services - Bakersfield, CA
June 2009 to October 2009

Responsible for demonstrating specific products on a day-to-day basis and driving sales of said product.

Education

Certificate in Cosmetology

Milan Institute-Bakersfield - Bakersfield, CA
January 2019 to August 2020

Associate of Arts in English

Bakersfield College
2018

High school diploma or GED

Valley Oaks Charter - Bakersfield, CA
August 2005 to May 2009

Skills

- cash management (2 years)
- customer service (5 years)
- sales (5 years)
- Food Safety
- Outgoing
- Demo
- Fashion
- Product Demos
- Door-to-Door Experience
- Photography
- Account Management
- English
- Telemarketing

- Cold Calling
- Sales Management
- Technical Support
- Upselling
- Negotiation
- Retail Sales
- Microsoft Excel
- Presentation Skills
- Customer Support (4 years)
- Time management
- Computer literacy
- iOS
- Mac OS
- Analysis skills
- Windows
- Phone etiquette
- Microsoft Office
- Trello
- Google Docs
- Mobile devices
- Documentation review

Certifications and Licenses

Driver's License

Present

Assessments

Social Media — Expert

August 2019

Measures a candidate's ability to create content, communicate online, and build a brand's reputation.

Full results: [Expert](#)

Working with MS Word Documents (Intermediate) — Proficient

March 2019

Measures a candidate's knowledge of intermediate Microsoft Word techniques including the use of formatting, Track Changes, and Comments.

Full results: [Proficient](#)

Work Style: Conscientiousness — Expert

May 2019

Measures a candidate's tendency to be rule-abiding, well-organized, hard-working, confident, and think before acting.

Full results: [Expert](#)

Supervisory Skills: Motivating & Assessing Employees — Highly Proficient

April 2019

Motivating others through feedback to identify improvements or corrective actions.

Full results: [Highly Proficient](#)

Sales Skills — Highly Proficient

September 2020

Influencing and negotiating with customers

Full results: [Highly Proficient](#)

Scheduling — Highly Proficient

October 2020

Cross-referencing agendas and itineraries to avoid scheduling conflicts

Full results: [Highly Proficient](#)

Work Style: Reliability — Highly Proficient

October 2020

Tendency to be dependable and come to work

Full results: [Highly Proficient](#)

Work Motivation — Expert

October 2020

Level of motivation and discipline applied toward work

Full results: [Expert](#)

Brand Ambassador — Highly Proficient

October 2020

Promoting brand awareness and sales

Full results: [Highly Proficient](#)

Medical Terminology — Highly Proficient

December 2020

Understanding and using medical terminology

Full results: [Highly Proficient](#)

Customer Focus & Orientation — Highly Proficient

December 2020

Responding to customer situations with sensitivity

Full results: [Highly Proficient](#)

Brand Ambassador — Highly Proficient

October 2020

Promoting brand awareness and sales

Full results: [Highly Proficient](#)

Contact Tracer Fit — Highly Proficient

December 2020

Measures traits that are important for successful contact tracers

Full results: [Highly Proficient](#)

Customer Service — Expert

December 2020

Identifying and resolving common customer issues

Full results: [Expert](#)

Verbal Communication — Highly Proficient

December 2020

Speaking clearly, correctly, and concisely

Full results: [Highly Proficient](#)

Search engine optimization — Proficient

December 2020

Interpreting online website performance metrics and understanding search engine optimization tactics

Full results: [Proficient](#)

Call center customer service — Expert

December 2020

Applying customer service skills in a call center setting.

Full results: [Expert](#)

Marketing — Highly Proficient

December 2020

Understanding a target audience and how to best communicate with them

Full results: [Highly Proficient](#)

Social media — Proficient

December 2020

Knowledge of popular social media platforms, features, and functions

Full results: [Proficient](#)

Following directions — Highly Proficient

January 2021

Following multi-step instructions.

Full results: [Highly Proficient](#)

Working with MS Word documents — Expert

January 2021

Knowledge of various Microsoft Word features, functions, and techniques.

Full results: [Expert](#)

Food service: Customer situations — Expert

January 2021

Ensuring customer satisfaction, prioritizing tasks, and suggesting products in a food service setting
Full results: [Expert](#)

Customer service fit — Expert

January 2021

Measures the traits that are important for success for customer service roles

Full results: [Expert](#)

Sales skills — Highly Proficient

September 2020

Influencing and negotiating with customers

Full results: [Highly Proficient](#)

Attention to detail — Proficient

February 2021

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Proficient](#)

Data entry: Accuracy — Highly Proficient

March 2021

Entering data quickly and accurately

Full results: [Highly Proficient](#)

Data entry: Attention to detail — Highly Proficient

March 2021

Maintaining data integrity by detecting errors

Full results: [Highly Proficient](#)

Recruiting — Proficient

March 2021

Managing the candidate sourcing and selection process

Full results: [Proficient](#)

Work style: Reliability — Proficient

March 2021

Tendency to be reliable, dependable, and act with integrity at work

Full results: [Proficient](#)

Attention to detail — Proficient

February 2021

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

Skills

Sales proficiency Proficient in cash management

Customer service focus Creative problem solver

Skilled in call center operations Exceptional communication skills

Multi-line phone operation proficiency MS Windows proficient

55 wpm typing speed