

MARIA L. GONZALEZ

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SUMMARY

Award-winning professional with over 15 years of experience in customer service, administrative, and sales positions. Expertise in dealing with difficult people as well as in providing detailed reports. Adept in creating efficient new methods for streamlining existing procedures.

PROFESSIONAL SKILLS

CUSTOMER SERVICE

- Answered as many as 30 telephone calls per day from customers of a major bank. Provided customers with answers to questions or problems resulting in a 40% increase in time available to two managers who had previously answered these calls.
- Greeted and assisted as many as 25 customers with account issues in resolving their problems. Assistance resulted in over 95% satisfaction ratings on surveys from customers about their face-to-face interactions.

ADMINISTRATIVE

- Provided administrative assistance to as many as eight managers in major bank. Assistance included answering the telephone, filing, word processing, and completing reports.
- Compiled as many as 15 reports monthly for managers for their use in departmental annual reports.
- Suggested and implemented procedure for organizing records that resulted in a 75% savings in time previously spent on maintaining such records.
- Greeted and scheduled up to 75 clients weekly for busy hair salon, keeping accurate schedules for 10 hair stylists.

SALES

- Sold cameras and video recorders for camera store. Exceeded all monthly sales goals by at least 25%.
- Learned and explained to customers how to use multiple types of cameras and video recorders. At manager's request, provided training to all eight employees within store on how to use these items.
- Created video of equipment for sale to show prospective customers. Use of video increased sales by 30%. As a result, received promotion to lead sales clerk.

EMPLOYMENT HISTORY

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|-----------------------------------|--|----------------|
| • Customer Service Representative | Merchants Marine Bank, Duluth Georgia | 2005 - Present |
| • Administrative Assistant | Merchants Marine Bank, Duluth, Georgia | 2003 - 2005 |
| • Lead Sales Clerk | New Dawn Camera Store, Lilburn, Georgia | 2001 - 2003 |
| • Sales Clerk | New Dawn Camera Store, Lilburn, Georgia | 1999 - 2001 |
| • Receptionist | Hair Stylists of Alpharetta, Alpharetta, Georgia | 1997 - 1999 |

VOLUNTEER EXPERIENCE

Habitat for Humanity

2007 - Present

- Assist in building as many as three homes yearly for families in need.

SKILLS

- Customer Service
- Microsoft Office Suite
- Sales
- Marketing
- Administrative Skills
- Cameras and Video Equipment

AWARDS

Outstanding Employee of the Year
Employee of the Month

Merchants Marine Bank
New Dawn Camera Store

2007
2000

EDUCATION

Bachelor of Science
GPA: 3.8

Major: Marketing;

Minor: Sociology

Georgia State University

2005