**RILEY SMITH**

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**OBJECTIVE**

Customer Relations professional looking to utilize organizational skills and attention to detail in a Sales Associate position in order to increase sales and improve efficiency.

**EDUCATION**

**Associate in Arts, English** May 2024

Waubonsee Community College, Sugar Grove, IL

GPA: 3.8/4.0

**LANGUAGE:** Spanish, conversational written and verbal skills

**PROFESSIONAL EXPERIENCE**

ABC Insurance Company, Aurora, IL July 2022 – Present

**Marketing Support Clerk**

* Conduct an average of 50-75 telephone interviews per week with customers from target markets
* Draft marketing materials to be included in various publications

McDonald, Nelson & Evans Law Firm, Naperville, IL May 2020 – June 2022

**Receptionist**

* Directed incoming calls on a 40-line switchboard
* Greeted clients and instructed them to fill out appropriate paperwork ensuring that clients were fully prepared before their meeting with an attorney
* Created an electronic filing system, enabling users to access scanned documents remotely and reduce the cost of paper supplies

Owen’s Department Store, Naperville, IL March 2019 – April 2020

**Sales Associate**

* Advised customers on purchases of various merchandise keeping their budget and style in mind, resulting in consistently exceeding sales goals
* Resolved customer inquiries and complaints in a polite and efficient manner thus increasing overall customer satisfaction scores to 4/5
* Processed special customer orders via telephone, email, and fax

**COMMUNITY EXPERIENCE**

COMMUNITY CENTER, Chicago, IL June 2022 – Present

**Volunteer, Youth Programming**

* Create and manage the Youth Programming department’s Facebook page that has increased RSVP’s and attendance at events by 60% since 2013
* Market youth community events by speaking at neighboring high schools and recruiting peer leaders to help advertise the events
* Mentor high school students encouraging healthy behavior and positive choices

**Technical Skills**

Proficient in Word, Outlook, and Social Media

Functional in PowerPoint

Basic in Excel