

JEPHLINE JULIE BERNARD

Lehigh Acres, FL

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SUMMARY OF QUALIFICATIONS

- Microsoft Office and Powerpoint proficiency
 - Communication skills
 - Social Media Expert
 - Attention to detail
 - Excellent time management
 - Quick Learner
 - Data Entry
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WORK EXPERIENCE

Alta Resources

Jan 2023 - March 2023

Customer Care Specialist (Disney)

- Tasked with understanding and resolving customers issues
- Provided service support and solutions.
- Averaged up to 250 inquiries a week.
- Utilized Share point to create cases for further review.
- Maintained customer relationships

TheBorababe.com

Dec 2019 - Present

Owner

- Responsible for entering and keeping track of inventory data
- Responsible for responding to inquiries from both customers and suppliers
- Maintains quiet production space for order intake and maintaining inventory
- Maintains all documents and keeps meticulous records of all business related items
- Excellent customer service and communication skills
- Ability to develop, establish and maintain positive relationships with clients and manufacturers

Instacart

June 2019 - February 2020

Instacart Services

- Tasked with shopping for customers as well as delivering groceries in a timely manner.
- Required self scheduling and self management as well as self efficiency.
- Responded and resolved customer complaints in timely manner

Mary Kay**Nov 2017 - 2018**

Independent Skin Care Consultant

- Provide one-on- one consultations to identify skin care needs of clients. Perform facials and makeovers.
- Planned and hosted Mary Kay parties.
- Kept track of inventory and was responsible for marketing and sales.

Winn - Dixie Supermarket, Lehigh Acres, Fla.**July 2016- Dec 2017**

Customer Service Staff/ Cashier

- Sold money services including money orders and Western Union, resolved customer complaints, balanced cash tills,

EDUCATION**Florida Southwestern State College, Fort Myers, Fla.****August 2016 - Current**

Associates in Arts

Florida Southwestern College**May 2020**

Associates of Arts

SKILLS

Bilingual in English and Haitian Creole, Microsoft Office, Marketing, Sales