

Tiffanie Hendricks  
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I am an active learner with experience in Customer and Personal Service ,Critical Thinking, Time Management, Judgment and Decision Making. I work as a team member, as well as the ability to be a self -starter and finish all tasks I am given. I am also friendly, responsible and trustworthy. Authorized to work in the US for any employer.

## **Work Experience**

### **Office Manager**

*Rooms To Go - Midland, TX  
August 2018 to September 2023*

- Excellent Customer Service
- Phone Etiquette
- Typing
- Emails
- Scanning
- Faxing
- Securing confidential information
- Filing
- Scheduling
- Payroll
- Checking invoices for accuracy
- Cash Handling-small and large amounts
- Processing payments
- Training new employees
- Taking deposits to the bank

### **Front Desk Clerk**

*Midland College - Midland, TX  
August 2017 to May 2019*

- Running the front desk
- Phone Etiquette
- Checking students in and out
- Working with little to no supervision
- Handling emergencies if any occur
- Help keep the students safe and on track

### **Cashier/Customer Service**

*Bed Bath & Beyond - Midland, TX  
August 2017 to August 2018*

- Excellent customer service
- Counting down registers and preparing bags for cash deposits
- Running the register for purchases and/or returns
- Telephone etiquette

- Handling payments in the form of cash and credit cards
- Training new employees
- Counting down registers and preparing bags for cash deposits

- Opening and closing of the customer service and front end areas
- Opening and closing of the customer service and front end

\* Key holder

### ***Cashier/Customer Service***

*Academy Sports and Outdoors - Midland, TX*

*July 2016 to August 2017*

- Providing excellent customer service.
- Running the cash register for purchases and returns
- Handling Cash, check and credit card payments
- Stocking the front end of the store
- Setting up and taking down plan-o-grams.
- Pricing merchandise
- Keeping the registers clean and stocked.

### ***Customer Service/Merchandiser***

*Homegoods - Midland, TX*

*October 2016 to February 2017*

- Providing excellent customer service
- Pulling merchandise from the stock room and setting it to planogram on the sells floor
- Moving the floor and departments to utilize the time of the year
- Straightening, color coordinating and cleaning of product and merchandise
- Ensuring the customer has a good experience while in the store and each department

## **Education**

### ***Bookkeeping***

*Penn Foster - Online*

*May 2024 - Current*

### ***30 Hours Towards-Associates Degree in Psychology***

*Midland College - Midland, TX*

*June 1997 to January 2004*

### ***Certificate in Pharmacy Technician***

*Midland College - Midland, TX*

*October 2009 to January 2010*

### ***Diploma***

*Midland Senior High School - Midland, TX*

*August 1994 to June 1997*

## **Skills**

- Handling Secure Information (10 years)
- Office experience
- Typing (5 years)
- Cash Handling (10+ years)
- Team Work
- Time management
- Sales
- Phone Etiquette
- Problem-solving
- Data Entry (5 years)
- Fax (5 years)
- Reliability
- Communication skills
- Supervising (3 years)
- Microsoft Word
- Receptionist
- Clerical
- Analysis skills
- Filing (5 years)
- Customer Service (10+ years)
- Front Desk
- Flexibility
- Office Management

## **Actively learning\*\***

- Office 365
- Excel
- Word
- Outlook
- Quickbooks