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Lydia April Wright

Objective

To find a customer service opportunity with a small business, strengthen my existing communication skills and further develop my interest in software solution implementation and web design in the workplace.

Work experience

From February Work was put on hold to concentrate on school.

Kroger October 2007-February 2008

Hired as a supervisor for u-scan then got moved up again to accounting.

After School Nanny August 2007

Providing After School care for two elementary children, Picking up from school in the car pool line, making after school snack, supervising after school activities.

New Revenue Solutions July 2007

Full time temporary Customer Service Rep. Calling potential clients and surveying them.

Snip-Its Haircuts for Kids – Marietta Mar 2007-June2007

Full Time Receptionist/Front of House Staff

Setting and confirming client appointments, building customer relationships, cash and credit card transactions, booking and coordinating store birthday parties, product sales and promotion, generating nightly reports, inventory management, light cleaning.

CVS – Marietta Jan 2007 to Feb 2007

Overnight Supervisor/Manager

Supervising overnight cashiers, store set-up and restocking, customer liaison and troubleshooting, managing vendor and delivery logistics, creating weekly sales displays.

Kroger – Marietta Jan 2005 – Mar 2007

(Promoted every 6 months culminating in Night Accountant position.)

Night Accountant

End of day accounting, U-Scan calibration, front of house relations, recording all monetary deposits, confirming the accuracy of evening financial and lottery reports.

Front of House and Shop Floor Supervisor

"Customer Service Desk" and checkout customer satisfaction liaison; answering general enquiries, problem solving, ensuring speedy checkout time and product returns.

Cashier & U-Scan Operator

Certified and trained to effectively use a register as well as monitor and manage a U-Scan station.

Courtesy Clerk

Packing groceries, assisting the Floor Supervisor, general maintenance, providing good customer service!

Education

Kennesaw State University Continuing Education

Kip Web Design Certificate- 9 month program
Finishes October 2008

Completed High School Diploma

St Hilda's Collegiate School
Zealand

Dunedin, New

(Private Boarding School)

New Zealand Correspondence School

Wellington , New Zealand

Professional Development Courses

Professional Telephone Skills

Learning and practicing the skills and techniques required to deal with a wide range of telephone situations with confidence. Including handling challenging callers and completing phone sales.

Completed certificate: August 2003
Company: Kiwi Host, Dunedin, NZ

Essential Customer Service

Practical understanding of basic skills and techniques to deal with a variety of customer service situations.

Completed certificate: April 2003
Company: Kiwi Host, Dunedin, NZ

Volunteer experience

Sunday School Teacher. Originally paired with Pre-K infants, currently leading children between Pre-K to 2nd Grade levels.

Special Needs Childcare. Caring for Downs' Syndrome children

and their families.

Church Nursery.

References

Available on request