

# *Susie Goodman*

4/24 Meredith Road  
Carlisle 4328  
5834 7621  
0403 456 987

*“exciting, enthusiastic team member”*

## *Objective*

Full time team member where enthusiasm and commitment to excellence in customer service together with almost 3 years experience in retail sales will help build a happy and efficient team, satisfied customers and increased sales.

## *Career History*

### **Customer Service Assistant**

**The Clothing Shop, Carlisle, 2007-present (full time since Nov 09)**

- Member of the team that set up the expanded The Clothing Shop in Carlisle, 2008. Erected shelving, created displays and helped with the layout of merchandise.
- Participated in both store and warehouse stocktaking.
- Helped with the set-up of catalogues.
- Created displays of stock for promotions.
- Have dealt with angry customers, resolved the problems and, for the most part, sent them away happy.

## *Relevant Education and Training*

### **On-the-job training in customer service**

Often asked by colleagues to help resolve a problem with a customer

### **On-the-job training in registers and lay-by**

**Completed first year Associate Diploma of Graphic Design  
TAFE Geraldton, 2009**

***Personal information***

Born 15<sup>th</sup> March 1991

Health Excellent Non-smoker; social netball and tennis

***Referees***

Mandy Thomas 5830 5555 (w)  
Customer Service Supervisor, The Clothing Shop 6225 3192 (h)

Margaret Hoddle 5830 5555 (w)  
Business Manager, The Clothing Shop

Henry Mason 7279 4002 (w)  
(personal friend) 0426 245 763  
Proprietor, Sam's Building Supplies, Beddonvale

***Personal Strengths***

- Great team member, always willing to put in the extra effort to attain the goal
- Enjoy serving customers and meeting their needs
- Hard working, conscientious and reliable: work well without supervision