

# Danielle Jordan

## Sales Support

Phone: 267-467-4959

Email: [Dljordan09@yahoo.com](mailto:Dljordan09@yahoo.com)

My previous expertise is in a few different areas. I have a great deal of customer service experience, clerical, computer experience (IDX, word, adobe, PowerPoint, excel, outlook, access, register), retail (sales support, non-sale, key holder) and Inventory. Retail has helped me become hardworking, strong willingness to learn, more motivated, driven, taught me how to better assist customers and acknowledge their needs and wants, allowed me to work independently and as a team player, and to also love detail oriented work.

### Experience

#### **Papyrus**

12/2009 TO 02/2011

Sales Associate/Keyholder

- Assisted customers and helped with selling the product available in the store.
- Assisted with wedding and birthday invitations
- Cashiered
- Worked to make sales/card goals
- Key holder: opened/closed the store and registers

#### **Harcum College**

09/2010 TO 05/2012

Office Clerk

- Helped the director of academic affairs and other faculty members with work that needed to be done around the office (assisting)
- Faxed, filed, answered phones, made copies (office work)
- Created flash drives in excel for student information

#### **Banana Republic**

01/27/2012 TO PRESENT

Sales Support

- Mainly working on the non-sale team: shipment, cleanliness of the stockroom, making sure clothing is in order, and replenishing men's and women's clothing throughout the day to ensure proper stock amount.
- Assist managers and sales associates make the sale goals for the store.
- Assist with dressing room duties, register, and the standards of the store.
- Answering the phone and directing calls to appropriate employee/manager.

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## **Timberland**

11/2012 TO 01/2013

Sales Associate

- Help and assist customers with the product within the store and helping to reach sales goals.
- Answering phones/taking customers orders over the phone.
- Keeping product neat in the stockroom area and on the floor.
- Helping with opening and closing duties when scheduled.

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## **RGIS**

05/2011 TO 01/2012

Inventory Specialist

- Took inventory for different stores in the Pennsylvania, New Jersey, and Delaware areas.
- Used RM1 machines to count all items in the store and save information.
- Transmitted information that was counted to a laptop; Service team leader did the rest.

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## **Montgomery Family Practice**

04/2007 TO 09/2008

Medical Records Clerk

- Clerical work- filing, faxing, and answering phones
- Delivered phone notes to Triage Nurse and Doctors when necessary
- Picked up and delivered mail to appropriate person's within the office
- Dropped off and picked up patient charts before and after visits

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## **Radioshack**

09/2008 TO 06/2009

Sales Associate

- Cashiered
- Helped and achieved with making the sales goals set for the day, week or month
- Ensuring cleanliness of the store throughout the day and stockroom
- Keeping up with product knowledge of new products to better assist customers

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*Education*

**Harcum College**

08/2010 TO 05/2012

## Associates of Science

A few courses I had to take for this degree were Accounting 1 & 2, Microeconomics, Principles of Marketing and Introduction to Business. Most of the classes were business classes.

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### *Skills*

MS office, PowerPoint, Excel, Outlook, Adobe, Customer Service, Team player, Clerical

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