

MAYA CIVIE

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Fort Hood, 76544

PROFESSIONAL SUMMARY

Warm and Friendly Seasoned Customer Associate with 6 years of experience dedicated to providing high quality service and making guests feel welcome. Committed to exceeding expectations and furthering company goals. I love having guests leave on a positive, well serviced note after leaving the building.

EDUCATION

Lake Region High Eagle Lake, Fl

- High School Diploma
- Member of FBLA
- Jrotc

Dental Genius Assisting School

- Liberty Hill, Tx
- Obtaining RDA certificate

HOBBIES

- Helping out at church
- Cooking
- Working out at the Gym
- Parks & Walks with our dogs
- Board Games with friends

SKILLS

- Building Customer Trust & Loyalty
- Guest Satisfaction
- Payment Processing
- Data Entry
- Invoice Preparation
- Upbeat & Positive Personality
- Great at Teamwork

EXPERIENCE

Customer Service Associate|AAFES Exchange

Oct 2021 -Aug 2022

Fort Hood, Tx

- Provided ongoing guest service.
- Maintained clean personal appearance, modeled store's outfits
- Helped large volume of customers every day with positive attitude and focus on customer satisfaction.
- Welcomed, greeted and assisted guests in high-traffic store.
- Monitored cash drawers in multiple checkout stations and maintained adequate cash supply.

Battery Service Technician|Batteries Plus Bulbs

Oct 2018 - Jun 2020

Winter Haven, Fl

- Distributed ordered components to appropriate technicians to complete repairs.
- Inspected and tested items to locate damage or worn parts.
- Recorded repairs required, parts used and labor time.
- Proved successful working within tight deadlines and fast-paced atmosphere.
- Developed and maintained courteous and effective working relationships.
- Developed community reputation through commitment to customer satisfaction and strong client relationships.
- Responded to customer calls and emails to answer questions about products and services.

F&B Chef|4 Lakes Grill

Mar 2017 - Aug 2021

Winter Haven, Fl

- Memorizing various menu items used on daily basis.
- Carried out day-to-day duties accurately and efficiently.
- Accuracy and speed in executing assigned tasks.

F&B Customer Service Associate|LEGOLAND

Mar 2016 - Aug 2018

Winter Haven, Fl

- Developed and actualized customer service initiatives to decrease wait times.
- Participated in team-building activities to enhance working relationships.
- Communicated closely with servers to fully understand special orders for customers.
- Interacted with guests to obtain feedback on product quality and service levels.

REFERENCES

- Douglas (321)-330-5991
- Mrs. Grant (808)-298-8409
- Betty (254)-535-2389

