

Lisa Elliott

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in/lisaelliott 

Experienced Customer Service Representative with excellent communication, organizational and multitasking abilities focused on monitoring and improving systems. History of promoting customer loyalty by building connections while driving sales with creative approaches.

Skills

- Customer Service Oriented
- Social Media Marketing
- Web Content Management
- Bookkeeping
- Strong Communications
- SEO Certified
- Google AdWords Certified
- Inbound Marketing Certified
- Dynamic Sales Leader

Experience

JANUARY 2019-MARCH 2020

Assistant Manager / American Shaman, Kearney, MO

Customer service and education, opening and closing operations, overseeing pricing and inventory stock control, customer service and follow up, answering phones. Maintaining financial records. Ensuring store compliance, preparing promotional materials and displays. Liaising with head office.

AUGUST 2016 – JANUARY 2019

Sales Design Consultant / Crowley Furniture, Liberty, MO

Assisted customers through furniture buying process based on their needs. Continuous training to improve sales. Designed and special ordered custom home furnishings. Consistently demonstrated professional customer service. Reached or exceeded targeted goals each month.

MARCH 2006 – APRIL 2015

Customer Service/ ROS Office Furniture, Kansas City, MO

Produced quotations for Sales staff. Processed daily invoices and customer quotes. Scheduled shipping and receiving of large inventories. Website creation and management. Website SEO and Google AdWords management. Social Media Management. Email marketing management. Communicated with vendors and suppliers. Assisted sales in cold calling leads. Managed and resolved customer complaints. Responsible for customer service and satisfaction. Answered all phone lines.

JANUARY 2001 – JANUARY 2006

Sales/Auctioneer/ L&M Auction Services, Kansas City, MO

Organized bankruptcy and liquidation auctions. Handled all bookwork and cash transactions. Booked auction space, advertised and developed customer email list. Website creation and management. Website SEO and Google AdWords management. Social Media Management. Email marketing management.

Professional Affiliations/Community Involvement

- Just My Love – Founder & Fundraising
- Making Strides Against Breast Cancer – Fundraising Committee
- Susan G. Komen Fundraising Committee