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| Rebekah Moreland | | | | |
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| CUSTOMER SERVICE PROFESSIONAL | | | | |
| Profile | * More than 15 years’ of successful experience in customer service, sales, and support with recognized strengths in leadership, account maintenance, problem-solving and trouble-shooting, sales staff support, and planning/implementing proactive procedures and systems to avoid problems * Ability to train, motivate, and supervise employees * Develop plan, conduct audits and reconciles, process payroll, and maintain/update accurate inventories | | | |
| Synopsis of Achievements | * Created wireless appointments, increasing postpaid sales by 150% from 2011 to 2012 * Successfully created and maintained brand image policies later implemented company wide * Consistently ranked in the top 5% in a market of 4600 stores * Received multiple recognitions for Teamwork and Communication, Employee Focus, and Customer Service | | | |
| Employment **Education** | Home Depot, Casselberry, FL Merchandising Team   * Restock shelves to make sure they are business ready * Set up displays and new plan-o-grams   Kay Jewelers, Altamonte Springs, FL Customer Service Rep.   * Selling jewelry and making memorable experiences. * Checking in merchandise and setting up repairs.   RadioShack Corporation, Winter Springs, FL Senior Store Manager/District Manager in Training   * Oversee 6-12 sales associates servicing over 1500 customers per month * Recruit, hire, train and develop high performing team * Inventory Control/Loss Prevention * Support sales reps in opening new wireless accounts and upgrading existing service. * Increased sales by $120k year over year from 2011-2012 * Manager of Excellence award recipient for 2012   KB Toys, Oviedo, FL Store Manager   Recruit, hire, train and develop high performing team of up to 25.   * Inventory Control/Loss Prevention * Responsible for all aspects of day to day store operations * Maintained monthly store resets.   Seminole State College, Sanford, FL  Associate in Science Business Management Administration  Seminole State College, Sanford, FL  Associate in Science Medical Billing and Coding  Seminole State College, Sanford, FL  Associate in Science Graphic Design | | | 2013-2014    2013-2014  2005-2013    2000 - 2005  Grad 2015  Grad 2013  Grad 2003 |
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