

# Amber Parker

Murray, KY  
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2702263028

## Work Experience

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### **Cashier/Customer Service**

Kroger Stores - Murray, KY  
November 2012 to Present

Handling phone calls  
Money Services - such as, Western Union and Money Order  
Accounting procedures  
Supervisor  
Payroll clerk  
Competency with Microsoft Excel and Microsoft Word  
Organizational skills

### **Guest Services Manager**

Kroger Stores - Murray, KY  
October 2017 to September 2018

Managing 50+ employees scheduling  
Chosen and trained to be "Manager In Charge" when no other upper store management present  
Delegating tasks  
Time management  
Follow up with customer requests  
Creating effective organization for all paperwork  
Ensure proper training in place for new associates  
Problem solving skills  
Communication skills  
Creating incentives for department standards

## Education

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**Some college**

## Skills

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Customer Service, Microsoft Excel, Microsoft Word