

Charlotte Martel

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Summary

- I'm currently a Bachelor of Science student of Marketing with a concentration in Digital Marketing, seeking out internships to gain knowledge within my education and job field.
- A previous customer service representative with 5 years of experience providing professional service and attention to customers, plus a proven track record of providing quick and friendly assistance.

Experience

Pratt-Abbott Cleaners | Portland, ME

Garment Care Specialist | 08/2014 - 11/2017

- Face-to-face, and telecommunication customer service.
- Cared for store cleanliness by cleaning after shifts to provide a clean and welcoming environment.
- Arrange clothing orders in numerical and alphabetical order on clothing racks to maintain a seamless and easily accessible storage method.
- Organized paperwork, receipts, and color-coded clothing items.
- Consistently helped and checked in on customers for their orders.
- Aided and checked in on customers for clothes leading to an excellent client retention base of 98%.
- Computer use was a requirement, such as using email, checking inventory, and using the Compass Max platform.
- Expected to look over clothing for tears, & stains.
- Liable for closing the store at the end of the day. Handled securing the cash and receipts from daily sales.

Dunkin' Donuts | Portsmouth, NH

Shift Leader/Manager | 04/2014 - 07/2015

- Held accountable for providing duties for crew members on shifts.
- Trustworthy for filling out paperwork for inventory, and managerial duties.
 - Ensuring all foods and drinks are at a safe temperature for consumption.
 - Maintained customer retention at 98%
 - Ensured store cleanliness and organization.

Accomplishments: On the third day of getting hired, the head manager started training me for a manager position vs. a shift leader position.

Antigoni's Pizza | Lewiston, ME

Customer Service | 11/2013 - 03/2014

- Dependable for cash handling.
- Answering phone calls, & putting in orders.
- Preparing pizza boxes and topping pizzas.
- Made sure there is consistent store cleanliness.
- Waited for tables and took care of customers and their concerns.

Skills

Strong communication skills, Strong organizational skills, Detail oriented, Fast learner, Customer service, Time management, Microsoft word, English, Microsoft excel, Leadership

Education

Institute for Integrative Nutrition

Integrative Nutrition Health Coach | 08/2020

“This badge designates that its holder has graduated from Integrative Nutrition's Health Coach Training Program. They have demonstrated an ability to understand and utilize a wide range of dietary and nutrition theories, as well as develop business and coaching skills to practice in a variety of settings. They have been trained to educate and guide clients to make behavioral changes resulting in improved nutrition, dietary habits, and physical ability and overall greater health and wellness.” Issued by Institute for Integrative Nutrition

Portland Adult Education | Portland, ME

12/2014

- Received high school diploma.