

Airny Phanhyotha

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Work Experience

Customer Service Representative

Target Corporations - Brooklyn Park, MN
October 2020 to January 2021

Seasonal position.

Online chat support team to assist customers with returns, online orders, navigation, applying discounts if appropriate, and answering any further questions a customer may have.

Front Desk Receptionist

Luther Westside Volkswagen - Saint Louis Park, MN
August 2019 to July 2020

Greeting customers when they walk through the doors, checking emails, handling cash, filing paper works, faxing documents, reaching out to customers if needed, organize files and putting them in the correct drawers, and sending out documents through FedEx - making the shipping labels.

Customer Service Representative

Wells Fargo - Saint Louis Park, MN
June 2018 to July 2019

- Responsible for working in the consumer service department
- Worked in a call center to answer inbound calls
- Provided customer support and products and services information
- Assisted customers with issues related to their bank accounts
- Entered and updated account information in computer systems

Front Desk Associate

Staybridge Suites - Maple Grove, MN
December 2017 to March 2018

- Checking in and out guests
- Processing customer transaction
- Assisted with Housekeeping
- Communicated via phone and email
- Scheduled shuttle bus routes
- Reserved reservation

Sales Associate

Victoria's Secret - Maple Grove, MN
November 2015 to January 2018

- Greeted guests upon entering the store

- Provided guidance on products and purchases
- Organized and cleaned the displays throughout the store
- Restocked displays as needed from back room inventory
- Operated computers and registers to perform transaction and process online orders
- Managed Sales Associate
- Sales promoting points and credit card
- Training new employees
- Cashier lead

Fast Food Worker

McDonald's - Champlin, MN

August 2014 to September 2015

- Assisted customers with orders
- Handled customer complaints
- Prepared food for orders
- Train new employees
- Taking orders
- Cleaning / closing
- Employee of the month

Sales Associate

Marshall's - Crystal, MN

August 2013 to September 2014

- Processed shipment
- Restocking sales floor
- Assisted with cleaning fitting rooms and getting customers fitted

Education

Park Center Ib World School

High school diploma

Park Center Ib World School

Skills

- Food Preparation
- Financial Services (1 year)
- Cash Handling (5 years)
- Cleaning
- Live Chat
- Typing
- Customer Service
- Retail Sales (5 years)
- Outlook

- Sales Experience (5 years)
- Front Desk (1 year)
- Microsoft Excel
- Food Production
- Call Center
- Restaurant Experience (1 year)
- Basic Math (2 years)
- Leadership Experience (3 years)
- Cashiering
- Supervising Experience (2 years)
- Upselling
- Guest Services (1 year)
- Help Desk
- Microsoft Office
- Sales
- Windows (2 years)
- Organizational Skills (7 years)
- Microsoft Word