

# ELIZABETH T. CHOPP

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## **OBJECTIVE**

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A corporate position in the Fashion industry that requires strong organizational ability, interpersonal communication skills, and computer proficiency to achieve objectives of management efficiently.

## **SUMMARY OF QUALIFICATIONS**

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Customer service professional with 8 years experience in retail sales and merchandising. Well developed skills in maintaining clientele records, arranging appointments, tracking orders, and coordinating events. Proven reliability in fast paced and demanding environments. Recognized ability to collaborate with colleagues, excellent attention to detail, and strong aptitude to acquire new skills quickly.

## **EDUCATION**

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**Bachelor of Arts - Fashion Merchandising** May 2007

Wayne State University- Detroit, MI - School of Fine, Communication, and Performing Arts

### **Computer Skills**

Microsoft Office Applications: Outlook, Word, Excel, and PowerPoint. CRM and POS

## **PROFESSIONAL EXPERIENCE**

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BALLE DE MATCH, Chicago, IL 2008-2009

### **Customer Care Associate; Intn'l Relation Dept.**

-Answered incoming phone calls; handled order processing; issued credits and returns; contacted Sales Reps on a weekly basis; updated customer contact information.

- Involved in ordering apparel for summer Camp Tee programs nationwide.

-Attended Inventory Analysis meetings and communicated updates with warehouse on a daily basis.

BURWELL INDUSTRIES: LOLLIA, Denver, CO 2007

### **Customer Service Rep; Production Associate**

-Answered telephones, created invoices, processed new orders, credit card authorization, and updated customer files.

- Acted as a trade show representative at the Denver Gift Show.

-Assisted the production staff in the warehouse for picking and packing as well as sample-making. Attended weekly team rallies.

LORD AND TAYLOR, Novi, MI and Bala Cynwyd, PA 2006- 2007

### **Visual Trimmer; Contemporary Sales Specialist**

-Updated floor layouts in accordance with corporate guidelines by executing plan-o-grams accurately.

-Managed signage, display and POS material throughout the store daily and communicated successful layouts to regional staff.

-Multiple sales award winner, including Gold Star/Ribbon accolades.

MARSHALL FIELD'S, Sterling Heights, MI and Troy, MI

2004-2006

**Select Personal Shopper; Clinique Cosmetics; Ralph Lauren Representative**

- Utilized strong communication skills to create a client base, consulted on personal wardrobing updates, and maintain verbal and written follow-up.
- Set up appointments with clients for in-store events.
- Achieved highest number of appointments for Clinique makeup event.

**EVENTS**

-StyleMax, Chicago Merchandise Mart

Winter 2008

-Chicago Fashion Week, Chicago, IL

Spring 2007

-Detroit Fashion Week, Detroit, MI

Summer 2006

-Hour Detroit magazine photo sessions, Detroit, MI

Fall 2005

-Toronto Fashion Week, Ontario, Canada

Summer 2004

REFERENCES AVAILABLE UPON INTERVIEW