

# Shalimar Morales

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## PROFILE

To obtain a challenging position in an environment that fosters exceptional service in a growth- oriented atmosphere that offers diverse job responsibility and enhancement in knowledge.

## EXPERIENCE

### **Sales Operator, Best Buy; Chicago, IL-Aug 2009-Present**

- Answer inbound phone calls regarding availability of product, product knowledge and Geek Squad services.
- Manage to complete daily sales goals.
- Create sale advertisements on Microsoft office.
- Updating daily schedule for all employees on Microsoft Excel.
- Update Best Buy Lincoln Park Facebook page.
- Organize volunteering events in Lincoln Park as part of Viewpoint community outreach team.
- Keeping my area of work clean and organized.

### **Filing Clerk, Chase/Kelly Services; Chicago, IL — Nov 2008-June 2009**

- Heavy filling in alpha-numeric order
- Ensure all documentation is in the appropriate section
- Data Entry
- Helping Team members with Microsoft office applications

### **Merchandise Team Associate/ Macy's; Chicago, IL - Sep 2008- Dec 2008**

- Maintain customer service as the priority through the execution of non-sales related tasks
- Maintain department standards and follow special store operating procedures
- Merchandise new receipts as directed and ensure merchandise presentation is to company standard
- Properly organize clearance areas
- Execute all major merchandise moves
- Maintain stockroom areas
- Execute merchandise placement for sales promotions
- Complete all merchandise Transfers, Returns to Vendors and Damages
- Execute markdown pricing strategy

### **Loan Processor/Coordinator, Advance Lending Group; Chicago, IL — Jan 2007-Aug 2008**

- Processing, pricing, filing, organizing home loans for borrowers
- Educated customers on their loans, process and fees.
- Increased sales 20% on the month of October 2007
- Created company's mission statement
- Coordinated networking events for the company

### **Customer Service Representative, TCF Bank; Schiller Park, IL — Mar 2006-Dec 2006**

- Provided excellent customer service to TCF Bank customers
- Helped customers with their checking, saving accounts
- Answer inbound calls in high volume, fast paced call center
- Maintain customer satisfaction and demonstrate patience/ telephone etiquette with customers

## EDUCATION

International Academy of Design and Technology, Chicago, IL

Major: Fashion Merchandising

Pursuing a Bachelors in Arts, expected graduation date: October 2010

## SKILLS

- Computer literate, proficient with Microsoft Office,
- Fully Bilingual English and Spanish
- Strong time management and interpersonal skills, extremely organized
- Self-motivated and adaptable team player
- Strong leadership abilities and positive work ethic