
Anna Froese

Customer Service

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SKILLS

Customer Service, Extensive phone experience, Written and verbal communication, Interpersonal skills, Time management, Problem solving.

EXPERIENCE

Kivel & Howard, LLP, Portland OR - *Customer Service Representative*

JAN 2015 - MAR 2016

- Supervision and training of new staff.
- Consistently excellent and empathetic customer service.
- All work completed on tight deadlines.
- Document processing and record keeping.

Classic Collection Hats, Portland OR - *Sales Associate*

JULY 2014 - JAN 2015

- Customer service and sales.
- Retail merchandising.
- Knowledge of color, material and design.
- Opening/Closing and cash handling.

Country Store Antique Mall, Walla Walla WA - *Assistant Manager*

AUG 2012 - JUNE 2014

- Customer service and sales, supervision of other employees.
- Facilitated and maintained relationships with store vendors, including assistance with leasing space.
- Created print and online ads, both photos and ad copy.

PREVIOUS EXPERIENCE

Book and Game Company, Walla Walla WA - *Sales Associate*

Columbia County Health District, Dayton WA - *Certified Nursing Assistant*

EDUCATION

University of Puget Sound, Tacoma WA - *Bachelor in Fine Arts*

SEPT 2003 - MAY 2007