

TONI-ANNE MCDONALD

COLLEGE STUDENT

Personal Profile

I am an experienced Service Worker with unmatched patience and work ethic. Highly motivated team player with an interest in the arts and an affinity for visitor (customer) aid.

Skills

- Microsoft Office Suite
- Stocking and Inventory
- Sales Floor Maintenance
- Problem Resolution
- Team Player
- Payment Collection
- Punctual
- Adaptable
- Remarkable Interpersonal Skills.

Contact Details

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Personal Interests

- Indoor Gardening
- Cooking
- Travel
- Photography
- Reading
- Meditation
- Sewing

Work Experience

Patient Services Representative

Envision Physician Services (11/2019 - 06/2020)

- Took 60+ calls per day addressing customer account concerns including billing and payment.
- Returned voicemails and followed up on open accounts during down time which increased customer satisfaction..

Keyholder

Godiva Chocolatier (08/2017 - 09/2019)

- Greeted customers and helped with product questions, selections, and purchases including e-service transactions.
- Trained new associates on store operations.
- Multiplied earnings through sales goal achievement, customer service improvements and commitment to team objectives..

Academic Background

Temple University

Currently Attending (2018-Present)

- Deans List
- BA in Business Administration (Entrepreneurship and Innovative Thinking)

Community College of Philadelphia

Associates in Arts (2018)

- GPA 3.6
- Graduated with High Honor
- Member of Phi Theta Kappa