

AYANN MCLEAN

CONTACT

702-542-2534

yannamaria99@gmail.com

SKILLS

Customer Service
Account Management
Computer Skills
Date Entry
Clear Communication
Professionalism,
Patience and a "People
First" Mindset

EDUCATION

Nursing Assistant Certification

Forsyth Technical College

2016-2018

Candidate for Real Estate License

Key Realty School

2021-2022

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LANGUAGES

English



Spanish



PROFILE

Working as a customer service representative and support specialist for over 5 years has helped me polish my proficiency abilities and direct customer skills. I am adept in customer relations, sales and administrative practices. As a highly skilled advisor, I am excited to search for new opportunities that will enhance my eagerness to continue to learn and grow.

WORK EXPERIENCE

Product Specialist

Dufry International Airport Store

2020-2022

- Engage with customers with professionalism, enthusiasm and high level of service. Ensure profitability and enhance growth among customers and contracted client. Closely working with Project Managers, having knowledge about promotional products and deals to inform customers and guests.
- Collaborating with team members to deliver and provide excellent services
- As a expert in a promotional products, duties included developing sales, profitability strategies, recommend improvements, increase revenue, and identify opportunities.
- By the end of day, provide daily reports using promo mash software to record daily observations.

Luxury Client Associate & Operations Assistant

Christian Dior Boutique

2020-2021

- Responsible for giving high exceptional service with a passion in the high end retail industry. With passion for the brand, tailored style and budget to new and existing clients needs. Demonstrated excellent communication of products as well as Christian Dior's history and heritage.
- Keeping up with latest trends, utilizing ability to discuss trends with customers while following all procedures and policies.
- Maintain a positive, active and organized mindset.
- Goal oriented o achieve individual goals alongside with collaborating with team and store to achieve monthly goals.
- Capture meaningful customer data using CRM (customer relationship management) tools to build strong rapport with clients, filing and organizing documentations.

AYANNA MARIA MCLEAN

CUSTOMER SUPPORT SPECIALIST

CONTACT

702-542-2534

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3504 Simmering Sun Ct, Las Vegas

EXPERTISE

- Direct Marketing
- Excellent written and typing skills (70 wpm)
- Product Knowledge
- Promotional Events
- Influencer Campaigns
- Brand Awareness
- Trade Shows & Conventions
- CRM and Related Software
- Public Speaking

REFERENCES UPON REQUEST

WORK EXPERIENCE

Brand Ambassador & Promotional Model

JBC Style Fashion Recruiters, Randstad, & More 2020-2022

- At luxury retail stores, private and corporate events bringing the best energy will bring the best clients. With warm greetings, suggest techniques to appeal to customer needs and driving sales remained key goals.
- Duties include high quality customer service, merchandising, stocking, upkeeping products for visual standards for procedures.
- Providing direct client service, catering to customers and guests needs as well as encouraging new products through profiles.
- Also, monitored market trends to be used for strategic analysis and recording purposes.
- With a strong drive for fashion, assisted boutique managers in roles of operations including: data management, stock, physical inventory and promotions while keeping a welcoming, professional and engaging attitude.

In-Field Supervisor

2018-2021

U.S Bureau Department of Commerce

- As the first point of contact to enumerators, for collecting data for the decennial census, key responsibilities included interviewing surveyors to provide detailed guidance to execute operation goals, plans for conflict resolution, and work closely with field managers and office administration.
- Communicating over the phone, via email and in-person.
- Training enumerators, creating and managing work schedules, approving timesheets for payroll are important roles for smooth progression on assignment.
- Also, performed observations and provided support while overseeing team efforts by conducting event planning, reports, logistics and case workloads for the team.
- Track and monitor documents for approval to field managers.
- Reviewed enumerator assignments to send to field managers for data collection and monitored many performance metrics.