**JAZMIN MCCONICO**

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# Professional Summary

Customer-focused team player with expertise in maximizing customer satisfaction while increasing profits and client acquisition. Offers exceptional people skills and the ability to communicate effectively at all levels to foster collaboration and progress.

# Skills

* POS Systems Expert
* Multitasking
* Strong interpersonal skills
* Skilled problem solver
* MS Office Suite
* Customer relations
* Customer-oriented
* Motivated team player
* Good communication skills
* Data entry
* Sales expertise
* Complaint resolution
* Client relations strength
Cash handling and management

# Education

**Business Administration and Management**

 **Miles College** - Fairfield, AL

 January 2020 to Present

Anticipated graduation May 2023

**Business Administration**

**Lawson State Community College** - Birmingham, AL

 August 2017 to December 2018

# Work History

**Sales Associate II** - September, 2018 to Present

## **ABC Board** - Homewood, Al

Performs retail and/or wholesale work involving the selling and accounting for cash and stock in a state store.

Dispensing alcoholic beverages once valid state issued ids have been verified.

Lifting cases of merchandise weighing up to 53 pounds ranging in height from floor level up to six (6) feet to unload trucks, organize inventory, and stock/organize sales area.

Processes sales transactions using POS system for cash, credit cards and checks when necessary.

Answering incoming calls and providing appropriate information to customers and vendors.

**Administrative Assistant** - December, 2015 to Present

## **I D Auto Sales** - Birmingham, AL

Effectively controlled the release of proprietary and confidential information for general client lists.

Created and updated physical records and digital files to keep current, accurate, and compliant documentation.

Opened and properly distributed incoming mail in order to respond to client inquiries more quickly.

Answered questions and addressed, resolved, or escalated issues to management personnel to satisfy customers.

Process payments, collection calls, communication with DMV, electronically submit car titles.

**Dietary Aide** - September, 2015 to December, 2015

**Grandview Medical Center** - Birmingham, AL

Responsible for patient food service on assigned units (e.g., menu selections, tray assembly, tray delivery and pick-up, special requests and inbetween food delivery).

Communicates with nursing departments, clinical dieticians and other personnel to provide excellent patient services.

Introduces the "Catering to You" program following scripted methods to new patients.

Takes patient menu selections prior to meals and offers alternatives to menu as allowed on prescribed diet in accordance with food allergies and sensitivities, cultural, ethnic and religious preferences.

Assembles trays according to patient menu on tray ticket and retrieves trays from patients' rooms.

Complies with regulator agency standards, including federal, state and JCAHO.

Adheres to facility confidentiality and patient's rights policy as outlined in the facility's HIPPA policies and procedures.

Follows Hazard Analysis Critical Control Point (HACCP) guidelines when handling food, cleaning work stations and breaking down patient tray line.

Follows facility and department infection control policies and procedures.

**Wireless Sales Associate** - September, 2013 to February, 2014

## **WalMart** - Hueytown, AL

Greeted customers with a friendly smile and offered help with a variety of wireless issues.

Increased sales with proactive account servicing and diligent relationship-building.

Used upselling techniques and offered product and service consultations.

Sold a variety of products by explaining their unique features and instructing customers on how to use them properly.

Took incoming phone calls and answered them with information about products, services, store hours, policies, and promotions.

Customers received merchandise recommendations based on their needs and preferences.

**Cashier** - May, 2011 to September, 2013

## **WalMart** - Hueytown, AL

Established, enforced, and optimized internal policies to maintain efficiency and responsiveness to demands.

Contacted customers as soon as issues arose to immediately find resolution before problems escalated.

Reconciled the cash drawer, accounting for errors and resolving discrepancies at the start and end of each shift.

Kept drawers accurate, current, and secure by checking bills for counterfeit markers, storing large bills, and keeping adequate change.

Wrapped and bagged items for customers to protect them from damage and make them easier to transport.