

SASHI PLAS

358 9th Street • Elyria, OH 44035 • 440-975-6525 • starrvinartist@yahoo.com • sashiplas.com

HIGHLIGHTS OF QUALIFICATIONS

Dedicated, experienced professional with **strong communication**, organizational, and team building skills. Calm demeanor under stress with a **constant customer service focus**. Proven multi-tasking/operations support skills. Responds well to difficult situations and skilled at handling multiple responsibilities. Experienced in:

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| <input checked="" type="checkbox"/> Building Client Loyalty | <input checked="" type="checkbox"/> Customer Service | <input checked="" type="checkbox"/> Adobe Creative Suite |
| <input checked="" type="checkbox"/> Graphic Design | <input checked="" type="checkbox"/> Cash Handling | <input checked="" type="checkbox"/> Microsoft Office |
| <input checked="" type="checkbox"/> Inbound Call Center | <input checked="" type="checkbox"/> Website Development | <input checked="" type="checkbox"/> Problem Resolution |

TECHINICAL SKILLS

- **Systems:** Windows (98/NT/XP/2000/2003/2007/2008/2010)
- **Software:** MS Office (2007, 2010, 2012), Adobe PhotoShop, Illustrator, InDesign, Dreamweaver, Flash

PROFESSIONAL EXPERIENCE

CUSTOMER SERVICE

- Demonstrated ability to work in a fast-paced environment which required high energy and constant face to face interaction with customers.
- Quickly built rapport with customers from diverse backgrounds utilizing active listening skills to provide an overall positive experience, receiving excellent feedback, and resulting in repeat business.
- Built a reputation for quality, dependability, and being a team player.
- Extensive experience in cash handling, sales, and problem solving.
- Friendly, adaptable, interactive, and dependable individual who consistently yields a positive attitude.

MANAGEMENT

- Assisted training new team members to ensure that individuals were qualified to perform their delegated tasks. Motivated employees which resulted in increased performance and efficiency.
- Provide managerial support with regards to monitoring the staff's daily tasks, store opening/closing, and rotating and organizing stock.
- Experienced in utilization of the cash register, reconciliation, and daily deposits.

GRAPHIC DESIGN/IT SUPPORT

- Discussed and clarified with customers their needs in order to design websites to meet specifications and business needs.
- Developed websites that had a consistent feel and look throughout all web properties.
- Provided technical support to end users.
- Educated clients on a range of technical products.
- Strived to create visually appealing websites that featured user friendly design and clear navigation.

EDUCATION

- **Bachelor in Fine and Professional Arts**, Kent State University, Kent, OH
- **Adobe Acrobat Professional**, Cleveland State University, Cleveland, OH

EMPLOYMENT HISTORY

- **Graphic Designer/Website Design**, Brain Host, Fairlawn, OH, 2011
- **Shift Manager**, Boston Market, Fairlawn, OH, 2008 - 2011
- **Associate Trainer**, Fazolis, Fairlawn, OH, 1999 - 2008