

# Sandra (Sandy) Lee

## RETAIL SKILLS

Most proficient skills in retail are in customer service (in person, voice and online), point of sale, merchandise display, shipping, price auditing, copy & binding production, till management, and account receivable. All my experience since 1992 has included customer service.

## RETAIL EXPERIENCE

### **Inspired TeeShirts | Tracy, CA – Marketing Director**

June 2017 – January 2018

- Ecommerce, I generated sales through social media, website, and search engines, and in person sales.
- Answered questions and assisted customers using ZenDesk.

### **Spirit Halloween | Dublin, CA – Customer Service Rep.**

2003

- Generate & complete sales
- Answer in person questions

### **Staples, Inc | San Ramon, CA – Customer Service Rep. (CSR)**

2002 – 2004

- POS Expedite all customer purchases in store and help with online orders.
- Complete copy, binding, shipping (UPS), stamps, and custom printing orders.
- Print and Update all price tags and window displays.
- Close out all tills and record daily sales. Document Monthly Inventory.
- Stock merchandise from incoming pallets to store shelves.

### **Print Well/India Post | Hayward – Store Associate**

1992 – 1996

- Assist in person and phone customer orders for in-house and through vendors.
- Order all supplies needed for print orders such as Ink, paper, glues.
- Design and or create products for customers such as business cards, flyers, newsletters, brochures, Wedding Invitations,
- Process all outgoing first class and freight packages for USPS.

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## RETAIL EXPERIENCE CONT'D

### **Tony's Market | Castro Valley, CA – Produce & Cashier Associate**

1993 – 1994

- Stock all produce, assist with new orders of produce
- POS Expedite customer purchases.

### **Blockbuster | Castro Valley, CA – Sales Associate**

1990 – 1992

- Stock all returned, recommend movies, answer customer questions in person and on the phone.
- POS Expedite all rentals.
- Document all inventory once a month.

## ADDITIONAL SKILLS & EXPERIENCE 1992 – Present

- Print & Digital Marketing production for Journey Christian Church, Inspired TeeShirts, Embarcadero Publishing, Knight Ridder Publication, Alameda Newspaper Group, India Post and Steam Valley Carpet Cleaning, Passionate Athlete, and Print Well. Digital Drafting for General Electric. For additional skills please see Graphic Design Resume or visit my website at [sandydlee2013.wixsite.com/sleedesigns](http://sandydlee2013.wixsite.com/sleedesigns).

## EDUCATION

### **Hayward High School, Hayward – Diploma**

1989–1992

The last two years of high school I completed two occupational programs. Junior year I received certification information processing. My Senior year, I received certification in Word Processing via Eden Area Resource Center also in Hayward.

### **Las Positas College, Livermore – finished 2yrs**

1997 – 1999

Finished general education, business administration and online graphic design courses.

## Helpful Informations:

Attention to detail, team players, employee of month and quarter earned, great attendance, efficient, willing to continue education and learn new skills as needed.