

Jennifer Brown

(123) 456-7890 / Jbrown@gmail.com

John Smith
Fastenal
1 Arcade Lane
Worcester, MA 01604

May 20,2024

Dear Mr. Smith,

Please accept this letter and included resume as application for the Office Manager position that is advertised on the Quinsigamond Community College job board.

I am a recent graduate of Quinsigamond Community College with an Associate Degree in Business. I have over five years of customer service experience and am proficient in Microsoft Office. My past work experience has allowed me to work with a diverse population and develop excellent communication skills with customers, staff and management. As an organized individual, I can prioritize tasks efficiently and multi-task in a fast paced environment.

I feel that my education coupled with my work experience make me an ideal candidate for this position. I would look forward to meeting with you in person to further discuss my qualifications for this position and how I can assist your business in meeting their goals. I can be reached at (123)456-7890.

Thank you for your time and consideration for this position.

Sincerely,

Jennifer Brown

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Objective

To obtain a position as an Office Manager where I can implement my strong management skills in customer service, and office management.

Qualifications and Skills

- Proficient in Microsoft Office; Word, Excel, and PowerPoint
- Analytical problem solver, organized, and self-starter
- Knowledgeable in office tasks: filing, answering phones, creating spreadsheets, processing the mail and greeting customers
- Works well as a team player and disciplined to work individually

Education

Associate of Science Degree, Business
Quinsigamond Community College, Worcester, MA

May 2024

Experience

Professional Experience:

Store Team Leader

Sept 2020– Present

Staples, Worcester, MA

- Promoted to floor manager to demonstrate excellent customer service: handling up to 100 customers a day
- Utilized strong merchandising skills to showcase product sales and deals
- Collaborated with other team leaders on inventory control for the whole store
- Handled vendor and warehouse delivery and ordered products for my department
- Participated in the Management Trainee training for new managers

Sales Associate

Jan 2019 - Sept 2020

GAP, Worcester, MA

- Aided customers through finding sizes, styles, and products with professional advice
- Arranged sale items for front of store display to attract customers
- Processed purchases and returns accurately

Front Desk Representative

Sept 2018 – Jan 2019

Swim Fish School, Marlborough, MA

- Greeted clients and their kids through online check-in system
- Answered telephone calls and returned voicemails for any inquiries about our programs
- Scheduled and coordinated client appointments for swimming lessons and events such as birthday parties