

# Eleni Vidovi

## Customer Service Professional

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## Profile

Positive, focused, customer service-oriented professional with 7 years of experience in hospitality, retail, and event support. Proven ability to manage fast-paced environments, handle cash and inventory, and communicate effectively with diverse clientele. Seeking a new challenge where strong interpersonal skills and a keen eye for detail can add value. Prepare specialty coffee drinks for up to 150 customers daily; maintain product quality and presentation standards. Handle opening/closing cash drawers, reconcile daily sales, and deposit cash. Supervise a 4-person team during peak hours, delegating tasks and ensuring break coverage. Order coffee beans and supplies, monitor inventory levels, and liaise with vendors. Assisted customers with fitting, returns, and product queries; achieved 96 % satisfaction score on post-purchase surveys. Operated POS system, processed transactions, and executed weekly stock counts. Conducted visual merchandising for seasonal floor plans under the guidance of the store manager. Set up booths, signage, and audio-visual equipment for a city-wide summer festival attended by 20,000+ visitors. Coordinated with vendors to ensure timely delivery of materials and adherence to safety protocols. Managed phone inquiries, made reservations using a property management system, and handled guest check-in/out. Performed light administrative tasks: filing, copying, and preparing daily reports for the manager. Recognized for outstanding customer feedback and exceptional reliability during a high-volume weekend. Exceeded sales targets by 15 % and contributed to a store-wide increase in average transaction value. References

available upon request.

## Skills

Customer Service

## Languages

English | – Present

Fluent

Serbian | – Present

Conversational

## Awards

### Employee of the Month | 2023-03-01

The Daily Grind Café

Recognized for outstanding customer feedback and exceptional reliability during a high-volume weekend.

### Top Sales Performer | 2020-10-01

MetroStyle Clothing

Exceeded sales targets by 15 % and contributed to a store-wide increase in average transaction value.

## Certifications

### ServSafe Food Handler Certification | 2021-01-01

ServSafe

## Interests

Baking | – Present

Urban gardening | – Present

Local music festivals | – Present

## Experience

### **The Daily Grind Café — Boston, MA**

Barista / Shift Supervisor | 01 Jan 2022 – Present

Prepare specialty coffee drinks for up to 150 customers daily; maintain product quality and presentation standards. Handle opening/closing cash drawers, reconcile daily sales, and deposit cash. Supervise a 4-person team during peak hours, delegating tasks and ensuring break coverage. Order coffee beans and supplies, monitor inventory levels, and liaise with vendors.

### **MetroStyle Clothing — Cambridge, MA**

Retail Sales Associate | 01 Jun 2019 – 31 Dec 2021

Assisted customers with fitting, returns, and product queries; achieved 96 % satisfaction score on post-purchase surveys. Operated POS system, processed transactions, and executed weekly stock counts. Conducted visual merchandising for seasonal floor plans under the guidance of the store manager.

### **Harborfest Productions — Boston, MA**

Event Support Technician (Seasonal) | 01 May 2018 – 31 Aug 2018

Set up booths, signage, and audio-visual equipment for a city-wide summer festival attended by 20,000+ visitors. Coordinated with vendors to ensure timely delivery of materials and adherence to safety protocols.

### **Seaside Boutique Hotel — Gloucester, MA**

Front-Desk Assistant (Intern) | 01 Sep 2016 – 31 May 2017

Managed phone inquiries, made reservations using a property-management system, and handled guest check-in/out. Performed light administrative tasks: filing, copying, and preparing daily reports for the manager.

## Education & Training

### **Associate of Applied Science, Hospitality Management**

Bunker Hill Community College

– 01 May 2016

## References

Available upon request