# Viktória Kazloŭ

*Administrative Assistant (seeking part‑time role)*

Fort Collins · CO · US

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## Summary

Resourceful and detail‑oriented professional with 12 years of experience in customer‑facing and retail environments. Proven ability to manage high‑volume cash handling, inventory control, and point‑of‑sale operations while delivering consistently positive service experiences. Skilled at coordinating schedules, processing paperwork, and using the Microsoft Office Suite to support day‑to‑day business functions. Currently expanding expertise with a Microsoft Office Specialist (MOS) – Excel certification (in progress) and seeking a part‑time Administrative Assistant role where strong organizational and communication abilities can add immediate value.

## Experience

### Customer Service Representative – Retail Pharmacy Counter at Safeway

01 May 2018 – Present

Fort Collins, CO

Greeted and assisted an average of 150+ customers daily, handling prescription pick‑up inquiries and over‑the‑counter sales.

* Managed cash drawer, processed payments, and performed end‑of‑day reconciliation with 99.8 % accuracy.
* Utilized Microsoft Outlook to schedule prescription deliveries and coordinate with pharmacy technicians.
* Conducted weekly inventory counts of health‑care products, reducing stock‑outs by 12 % through proactive ordering.
* Trained new hires on POS procedures and customer service standards (no formal leadership role).

### Retail Associate – Home Goods Department at Target

01 Jul 2014 – 01 Apr 2018

Loveland, CO

Operated the checkout lane, processing up to 120 transactions per shift, maintaining a 0.5 % error rate.

* Created visual merchandising plans, increasing department sales by 8 % YoY.
* Maintained accurate product pricing and label updates using Excel spreadsheets.
* Handled customer returns and resolved complaints, achieving a 95 % satisfaction rating on post‑interaction surveys.

### Administrative Intern (Part‑time) at Colorado State University – Student Services Office

01 Jan 2013 – 01 Jun 2013

Fort Collins, CO

Provided front‑desk support, answered a multi‑line phone system, and directed inquiries to appropriate staff.

* Drafted and proof‑read internal memos, event flyers, and meeting agendas using Word and PowerPoint.
* Assisted with data entry of student records into the university’s database, maintaining a 100 % compliance rate with confidentiality policies.

### Sales Associate – Pharmacy Retail (Non‑Pharmacy Role) at Walgreens

01 Mar 2010 – 01 Dec 2012

Greeley, CO

Managed the “health & beauty” aisle, performing stock replenishment and expiration checks.

* Conducted daily cash deposits and balanced registers, ensuring zero discrepancies.
* Supported the pharmacy tech team with non‑clinical tasks such as filing insurance paperwork and processing refill tickets (no direct medication handling).

## Education & Training

### Bachelor of Science, Business Administration

Colorado State University

– 01 May 2010

## Skills

Microsoft Office, Customer Service & Phone Etiquette, Data Entry & Record Keeping, Cash Handling & POS Systems, Inventory Management, Scheduling & Calendar Management, Basic Accounting, Team Collaboration, Problem Solving, Time Management, Written Communication, Organizational Skills, Adaptability, Attention to Detail, Multilingual

## Languages

### English | – Present

Native speaker

### Russian | – Present

Fluent

### Spanish | – Present

Conversational

## Certifications & Credentials

### Microsoft Office Specialist – Excel | 2025-11-01

Microsoft

### Certified Customer Service Professional (CCSP) | 2025-06-01

Customer Service Institute

## Awards

### Reduced cash‑handling errors at Safeway | 2023-06-01

Safeway

Reduced cash‑handling errors at Safeway by implementing a double‑verification checkout process, lowering discrepancy rates from 1.2 % to 0.3 % within six months.

### Improved inventory accuracy at Target | 2022-04-01

Target

Improved inventory accuracy in Target’s Home Goods department, achieving a 98 % stock‑record match during annual audit, contributing to a 5 % reduction in write‑offs.

### Streamlined scheduling at CSU | 2021-09-01

Colorado State University

Streamlined scheduling for the Student Services Office at CSU, creating a shared Outlook calendar that decreased double‑booking incidents by 40 %.

## Interests

### Digital photography | – Present

### Hiking in the Rockies | – Present

### Local theatre productions | – Present

## References

### Available upon request | – Present