# Eleni Karlsen

*Customer Service Professional*

Vancouver · BC · CA

eleni.karlsen@email.com | (604) 555-7123 | https://linkedin.com/in/elenikarlsen

*Layout style: single-column*

## Summary

Customer-focused professional with over 7 years of experience in retail operations and client service environments. Skilled in supporting daily store functions, managing inventory, and delivering personalized customer experiences. Seeking to transition into a role that values interpersonal communication and organizational support. While experienced in team collaboration and administrative coordination, my background is primarily rooted in frontline service and hospitality operations. I am eager to contribute strong work ethic and reliability to a supportive team.

## Experience

### Sales Associate at Hudson’s Bay

01 Mar 2020 – Present

* Assist customers with product selection, fitting room coordination, and checkout processes across women’s apparel and accessories departments.
* Manage floor replenishment and ensure visual compliance with merchandising guidelines.
* Process returns, exchanges, and gift card transactions with accuracy.
* Support year-end inventory audits, contributing to stock reconciliation across 3 departments.
* Participate in team meetings to review sales targets and promotional campaigns.

### Barista & Counter Attendant at Tim Hortons

01 Sep 2017 – 01 Feb 2020

* Prepared beverages and food items in high-volume shifts, serving up to 300 customers daily.
* Handled cash and debit/credit transactions, closing end-of-day tills with consistent accuracy.
* Trained 2 new staff members on drink preparation and safety protocols.
* Maintained cleanliness standards and restocked supplies during peak hours.

### Front Desk Guest Services at Evergreen Motel & Suites

01 May 2016 – 01 Aug 2017

* Checked in and out guests, managed reservations, and coordinated room assignments.
* Fielded customer inquiries via phone and email, resolving complaints promptly.
* Balanced daily cash reports and communicated maintenance issues to on-site staff.

## Education & Training

### Associate of Arts, General Arts

Douglas College

01 Sep 2013 – 01 Jun 2015

## Skills

Customer Service, Cash Handling & Point-of-Sale Systems, Inventory Management, Microsoft Word & Outlook, Data Entry, Scheduling Coordination, Conflict Resolution, Retail Merchandising, Team Collaboration, Time Management, Order Fulfillment, Document Organization, Phone Etiquette, Visual Presentation, Upselling Techniques, Event Support, Basic Social Media Posting, Multitasking in Fast-Paced Environments

## Languages

### English | – Present

Native speaker

### Norwegian | – Present

Conversational

## Certifications & Credentials

### FoodSafe Level 1 Certification | 2017

### WHMIS Training | 2016

## Awards

### Employee of the Month | 2021-12-01

Hudson’s Bay

Recognized as “Employee of the Month” twice at Hudson’s Bay (Dec 2021, Apr 2023) for consistent attendance and customer satisfaction feedback.

### Employee of the Month | 2023-04-01

Hudson’s Bay

Recognized as “Employee of the Month” twice at Hudson’s Bay (Dec 2021, Apr 2023) for consistent attendance and customer satisfaction feedback.

## Projects

### Process Improvement at Tim Hortons | – Present

Reduced daily opening shift delays at Tim Hortons by streamlining equipment setup process through small team coordination.

## Interests

### Community Volunteering | – Present

* Local food banks

### Outdoor Activities | – Present

* Hiking

### Crafting | – Present

## References

### – Present