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QUALIFICATIONS

I started my employment as a part time file clerk at E. Ritter Equipment Co. while attending high school. Since then I have worked in many different types of jobs, including secretary, gas station cashier, cook, shift supervisor, postmaster relief, mail sorter, mail delivery, motel assistant manager, a UPC coordinator, and retail store manager.

My duties at these jobs included keeping records for accounts payable on the computer as well as keeping written records and I have made inventory lists and entered that information into the computer to enable my company to be more computerized. My responsibilities have also included counting down a cash register daily, managing up to 20 people at a time, taking care of customer concerns and needs, price maintenance, merchandising, the training of associates and assistant managers, creating a productive schedule, controlling inventory and maintaining and teaching safety in the work place.

While working in some of these jobs, I became knowledgeable of fax machines, copiers, ten key calculators by some touch, and various other office equipment. I am good at talking to customers and understanding their problems as well as finding the fastest and best solutions to their problems. In most cases, I have generally been informed that people like dealing with me to take care of their needs. I am told on a daily basis that I am very pleasant to work with and for. I am great at creating a friendly, non-hostile work environment.

EDUCATION

I received my high school diploma from Marked Tree High School in 1995. I graduated as the Salutatorian of my senior class with a grade point average of 3.95. I took all honors courses and also took part in the FBLA and the National Honors Society. I attended East Arkansas Community College for three semesters majoring in Computer Information Systems. In doing so, I learned to work with Excel, Power Point, and Visual Basics. I also completed one block of classes at Axia College Online majoring in Criminal Justice and acquiring good writing skills. I attended college at ASU Jonesboro seeking my Bachelor of Music Education – Vocal so that I can teach high school choir. I now attend DeVry University Online in pursuit of my Bachelor of Information Technology in Computer Forensics.

RELEVANT EXPERIENCE

I have experience with Excel, Power Point, Visual Basics, Lotus 3.0, Windows 95/98/XP/Vista, Microsoft Works, Word Perfect, Microsoft Picture It Publishing Platinum, Computerized Accounting I and II. While working for the Postal Service, I received experience in a managerial position with 4 employees under me. While working at Exxon, I was shift supervisor with 2 employees under me at a time. I have also been a manager at a motel where I was in charge of 4 maids and a maid supervisor as well as another desk clerk. While in these positions, I dealt with customer service and satisfaction as well as dealing with merchants and delivery personnel. While working at Knight's Super Foods, I gained even more experience in customer service and management before becoming the store manager at Dollar Tree, Inc. where I have managed up to 20 people at a time. There I had to learn merchandising best practices as well as complete recovery of the sales floor to maintain a clean and safe working environment. I feel like my time has been well spent with all of these experiences.

WORK HISTORY

1994-1995 File Clerk, E. Ritter Equipment Co.

I worked part time as a file clerk while finishing high school. My duties included filing all of the business receipts for each day, take in payments from customers holding accounts, and on occasion, write business letters using word perfect for various department managers.

1996-1998 Accounts Payable Secretary, Electrical Contractors Supply

As I previously described, my duties included keeping accounts payable records, keeping the inventory current, and writing payroll checks and invoice payments. Later the responsibility of being a parts clerk was added to my duties. This included taking parts orders, filling them, and sometimes delivering orders to the customers out on the job. I also made various trips to Memphis, TN to pick up supplies for our stock.

1999-1999 Preparer, Jackson Hewitt Tax Service

This was a temporary position that only lasted through the 1999 tax season. My duties were to prepare tax forms for various customers, send them in to the main office electronically through the computer as well as through the mail, answer a few minor tax questions, answer the phone, and verify the identities of customers receiving rapid refund checks.

2000-2001 Shift Supervisor/Cashier/Cook, Nimock's Oil Company

My duties were to run the cash register at the Colt Exxon store and count down the money and fill out the paperwork at the end of the shift, cook food for the deli or make pizzas, and supervise the other employees on my shift. I answered the telephone and occasionally used the fax machine to send papers to the main office.

2001-2002 Secretary/File Clerk/Cashier, Farmers Supply Association

My duties included taking customer payments on accounts, filing charge and payment tickets, taking customer orders for supplies and fuel, filling customers vehicles up with fuel and performing oil checks and checking the air in their tires, and ringing up various food and drink items on the cash register.

2002-2005 Postmaster Relief, US Postal Service

My duties included being the first employee to work and sorting mail in preparation for the mail carriers, marking up mail that could not be delivered and redirecting it to the proper departments to be sent back to the sender or forwarded to the receiver, filling in for the Postmaster selling stamps and retail items and doing paperwork on and off of the computer. I was also a back-up for the carriers when it was necessary for them to be absent carrying mail and delivering express mail. During this time, the Postmaster went on a four month tour at another office and I became the Officer in Charge pulling full Postmaster responsibilities such as customer service and management of all employees.

2005-2006 Assistant Manager/Desk Clerk, Coachman’s Inn Motel

My duties included checking customers in and out of the motel and make sure that they had everything that they needed. I took their payments either by cash, credit card, or charge account. All paperwork was kept up with by handwritten records. I also checked off the rooms after the maids had cleaned and transferred the names of the customers staying over onto the next day’s register. At the end of my shift I counted all money and prepared for the next shift. Since I was also the Assistant Manager, I took care of getting the monthly paperwork done for the owner to look over and see how business was for the month and did the necessary paperwork for the monthly billing cycle to be done.

2006-2009 UPC Coordinator, Knight’s Super Foods

I started out as a cashier at the local supermarket. My duties included running a cash register, helping customers find products they were looking for, cleaning, stocking, building displays, and counting down my drawer at the end of my shift. I later moved into the UPC Coordinator position. My duties then included inputting products into the computer so they may ring up at the registers, putting products on sale, activating and deactivating various future permanent and sale batches, making signs for products that were on sale and hanging them on the shelf, hanging tags for products that were changing prices, dealing with various vendors that brought their product into the store, helping manage other employees, and being the store managers eyes and ears for things that need changed or fixed throughout the store. I also helped the manager and other employees solve various customer complaints and helped to get products brought into the store that customers made requests for.

2009-2012 Store Manager, Dollar Tree, Inc.

I began at Dollar Tree, Inc. as the Store Manager in Cabot, AR. My duties there included, but were not limited to, opening and closing the store and supervising all store associates and assistant managers. I was responsible for freight flow, inventory, making schedules, answering the phone, cashing out all associate cash drawers at the end of each of three shifts per day, merchandising, seasonal transitions, ASR sets and resets, customer service, completing exchanges, running the register if the cashier gets overwhelmed or needed a break, and following the instruction of my district manager and regional management team. In this position I accomplished bringing the store up from running negative numbers in sales to running positive sales numbers and earning bonuses each month for me and my assistant managers. We received customer compliments daily and our customer base was gradually growing. I became well known at my store for showing much appreciation to my associates when it is deserved and following company policy. I led by example. I did the work right alongside my employees that I expected them to do. By doing this I earn the respect of my employees and ended up with great results in teamwork from everyone. I'm extremely happy when doing retail work and my great attitude brings out a great and happy attitude from all those around me.

2012-2013 PMR/OIC, US Postal Service

I rejoined the Postal Service in November of 2012 at the Gilmore, AR location. There is not a postmaster at this location so I was assigned as Officer in Charge (OIC). My duties were the same as a postmaster. I ordered supplies, took care of customer service, retail sales, communicated with other offices and management staff about tasks that needed to be completed by a certain time or fulfilling each other’s supply needs. I sorted, delivered, and dispatched mail as well as completing required, time sensitive, scans and reports.

References available upon request

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