

*Lúcia Graenemon*  
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**Objective**

To get a challenging job as a Customer Service Manager so that I can learn more and excel in my career.

**Education**

1999 - B.A. with a major in Communications and a minor in Spanish, University of California, Two Ville, California; GPA 2.6; President of Spanish Club in 1998

**Experience**

**Green Clothiers of Northern California, Two Ville, CA**

**Customer Service Manager** • 5/23/2003 - Present

- I recruited, trained and managed 15-member team
- Made continuous delivery of outstanding customer service
- I redesigned, developed and implemented employee training program which increased sales revenues
- Helped customers when and where needed

**Fine Sports Wear International, Two Ville, CA**

**Customer Service Manager** • 3/2/2001 - 5/13/2003

- Recruited, trained and managed 35-member team
- Ensured continuous delivery of outstanding customer service
- Designed, developed and implemented employee training program which increased sales revenues
- Helped customers when and where needed, etc.
- Met goals

**Customer Service Representative** • 7/12/1997 - 2/29/2003

- Assisted with customer sales of women's and children's sportswear
- Awarded Salesperson of the Year in 1999 and 2002 for exceeding set sales productivity
- Trained 14 new representatives functioning as lead trainer, providing ongoing guidance and constructive feedback
- Achieved lowest returns percentage than all other coworkers

**Hobbies**

Skiing, hiking, cooking, Karate, playing with my two cats and shopping!

**References**

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Gail Graenemon, Mom 123 Anywhere Lane, Two Ville, Ca 777-555-3333

James Johns, boyfriend 122 Jackson Lane, Two Ville, Ca 777-525-6984 myhottiemana@yahoo.com

Andrew Corey, friend 345 Lake Lane, Two Ville, Ca 777-525-6458 funtimes@gmail.com

