

GAYELLEN DAVIS

gayellend@gmail.com

Woodland Hills, California

805-368-6276

CUSTOMER SERVICE/SALES SPECIALIST

- Experienced Customer Service/Sales Specialist with a demonstrated ability to identify client needs and deliver the best brand experience
- Skilled Receptionist – Professional telephone etiquette, friendly and outgoing personality; confident and enthusiastic with the ability to exemplify your company's brand and serve as your first contact ambassador
- PC proficiency in MS Word, Excel, PowerPoint, Outlook and proprietary software systems
- Awarded Employee of the Year for Outstanding Team Support

Productions Plus, Bingham Farms, MI (Corporate)

December 2004 – June 2007

Sales Specialist (Williams Sonoma, Thousand Oaks, California)

- Welcomed guests upon entering store, offering espresso samples while engaging and identifying customer's particular tastes
- Demonstrated the use of the machine presented, answered questions and explained the diverse offering of Nespresso pods and blends (not flavors) by opening and going through the booklet, as well as the pod display box
- Advised and guided clientele, providing exceptional customer service through explanation of the Nespresso products and the qualities of each machine. Highlighted the benefits according to the customer's individual preference
- Enthusiastically represented the Nespresso brand, maximizing the sale of all the products offered in the store (coffee, machines and accessories).
- Formed and maintained mutually beneficial relationships with Williams Sonoma store management and personnel
- Ensured all reporting and demonstration information was relayed to agency within specified time period

Nutro Products, Franklin, TN

July 2005 – April 2011

Pet Nutrition Specialist (Brand Ambassador)

- Greeted in-store store guests to assist with any needs or purchases, while educating the customer on the benefits of the Nutro Brand of products for their pet. Explained the proven results achieved by feeding Nutro pet foods and treats by describing the important ingredients and how the nutritional value promotes healthy skin and coat
- Identified interested and qualified customers to provide them with additional information, handed the bag of food to the customer portraying a feeling of "ownership" resulting in sales
- Ensured that products were placed and stocked properly, advising regional Sales Associate of any discrepancies or store needs
- Set up display in designated area of the store, showcasing the featured product of the month.
- Provided coupons, informational brochures, or other incentives to familiarize customers on the company's full line of products, providing answers to any questions or concerns
- Recorded and reported demonstration-related information to corporate, i.e. sales of dog and cat food, treats and hours worked

RECENT PROFESSIONAL EXPERIENCE

JVS/SOVA Food Pantry, Los Angeles, West Hollywood and Van Nuys, CA

February 2014 – Current

Job Coach

- Conduct one-on-one weekly coaching sessions with over 30 food pantry clients from diverse cultural/socio-economic backgrounds at 3 locations
- Research and find job listings for clients in a variety of fields including healthcare, clerical, food service, labor and retail based on each client's training and work history
- Advise clients on how to conduct an effective job search allowing them to sell their marketable skills
- Review and help create effective resumes and cover letters resulting in client's ability to be invited to interview when applying for a job
- Educate clients on interviewing process through coaching and mock interview sessions
- Provide information about training programs and educational opportunities as well as career fairs and community resources
- Direct job seekers who are disadvantaged to the appropriate agency equipped to work with their specific situation

JVS/CPC WorkSource Center, Marina del Rey, CA

August 2011 – December 2013

Program Assistant

- Supported the Recycle Resource Management Program Manager; scheduled calendar activities, arranged appointments with program participants, communicated with participants via email or phone, tracked participant progress, contact information and Program expenses on Excel spreadsheets
- Managed over 100 participant files, ensuring that all documentation was up-to-date and arranged in order of government requirements
- Assisted unemployed and underemployed job seekers with creating marketable resumes and cover letters; provided job search coaching, enabling clients to be self-sufficient while conducting their job search
- Developed, implemented and facilitated workshops on branding/selling oneself and appropriate salary negotiation, as well as resume writing and interviewing skills, giving clients tools to secure meaningful employment

Jenny Craig, Woodland Hills, CA

February 2011 – August 2011

Jenny Craig Consultant (part time)

- Built a base of 25 regular clients by presenting a positive brand image
- Helped clients navigate program guidelines and achieve weight loss goals by selling the JC food products averaging \$120.00/week per client
- Effectively coached clients which resulted in weight loss of at least 1 pound the following week
- Guided clients with nutritional and exercise focus beneficial for their success
- Promoted and sold additional supporting products, i.e. cookbooks, coupons, exercise tools, videos and CD's

Jewish Vocational Service, Los Angeles, CA

September 2010 – November 2010

Receptionist

March 2011 – June 2011

- Managed reception area for multi-departmental suite (7), screened and forwarded an average of 100 calls per day (including callers with a limited command of the English language). Provided assistance by directing callers to the website or appropriate agency
- Accepted reservations for orientation roster of 10-20 job seekers per session 3 times a week, recorded appropriate client information and clarified questions or concerns
- Assisted 2 career counselors and 3 job developers with compiling spreadsheets and data entry into job bank
- Provided applications to job seekers, verifying information for accuracy, confirming career counselors had all important information
- Maintained career resource center in a clean and orderly fashion, ensuring periodicals were current for use by job seekers

3M/Standard Abrasives, Simi Valley, CA

August 2004 – April 2009

Receptionist

- Operated multi-line telephone/paging system (7 incoming lines/50 extensions), ensuring the smooth flow of business. Responded to telephone inquiries when appropriate or forwarded call to proper manager/department
- Greeted persons entering establishment, determined nature of visit, and arranged for escort to specific destinations
- Maintained company safety and security procedures as directed by ensuring signage of visitor log, issuing color coded badges, as well as issuing safety equipment for those touring the manufacturing plant
- On a daily basis, entered time and codes from 100 manufacturing/warehouse employee time sheets for payroll preparation
- Maintained weekly itinerary calendar for 50 Regional and District Sales Managers. Published and distributed finalized documents to appropriate executives

EDUCATION/AFFILIATIONS

- Conejo Valley Adult School – Administrative Assistant Certificate Program
- Active member of Toastmasters International showcasing public speaking skills
- Volunteer – West Valley - Woodland Hills Chamber of Commerce since 2010
- Completed First Aid/CPR Certification Training 4/2014