
EXPERIENCE

Walgreens, Chicago, IL — *Cosmetics sales associate/cashier*

SEPTEMBER 2014 - FEBRUARY 2015

- Greets, listens, and engages customers -providing warm transfers to other areas of the store when necessary.
- Maintaining well stocked shelves with trending beauty and cosmetic products
- Resolves customer issues and answers questions to ensure a positive customer experience

TjMaxx, Crestwood,IL — *Customer Service associate*

SEPTEMBER 2015 - SEPTEMBER 2016

- Register & Layaway trained
- Provide quality customer service
- Ran fitting rooms effectively

TCF Bank, Oak Lawn, IL— *Relationship Banker*

OCTOBER 2016- JUNE 2017

- Running a multitude of transactions, such as :Deposits, Withdrawals, transfers, money orders, official checks, etc.
- Assisted customers with online banking and using branch ATM/Coin machines.
- Cross-selling company products, referring and networking.

J.P Morgan Chase, Chicago, IL — *Associate Banker*

JUNE 2017- JUNE 2021

- Similar duties & responsibilities as TCF (General banking)
- Assisting customers with E-atms, and when accessing their Safebox
- “Adopter” or hands-on greeter in lobby contributing to an efficient work flow

H&M, Chicago, IL - *Customer Service Agent*

AUGUST 2021- PRESENT

- Collect and track relevant customer data and maintain accurate records for received and shipped items
- Provides excellent service to our online and in store customers.
- Always strive for first contact resolution to efficiently and

Yessenia B. Rodriguez

Former Associate Banker & CS Agent

PERSONAL INFO

EMAIL

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PHONE

(773)379-8030

ADDRESS

410 Wilshire St. Park Forest, IL. 60466

SKILLS

- Proficient in Google Docs & Microsoft Office
- Cash handling /retail experienced
- Efficiently provide unique, quality customer service

LANGUAGES

- English ☆☆☆☆☆
- Spanish ☆☆☆☆

EDUCATION

UIC College prep, Chicago, IL

AUGUST 2010 - JUNE 2014 — *General Education*

Morton Community College, Cicero, IL

SEPTEMBER 2014 -August 2016 -*Associates*

Moraine Valley Community College, Palos Hills,IL

SEPTEMBER 2016 -JUNE 2019 — *Associates*

effectively solve customer service issues.

