

CAROLINE F. GILES

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EDUCATION

University of Tennessee/ University of Houston

Knoxville, Tennessee

Houston, Texas

BA: Political Science

Minor: English

Dean's List: 2 Semesters

WORK EXPERIENCE

Em&Lee-Women's Fashion

Houston, TX

June 2008-January 2009

Sales Associate

- Opened/Closed Store
 - managed register/cash
- Client Interaction
 - greeted and assisted customers
 - offered advice/approachable; outgoing
 - Sales: sold clothes, accessories to customers
 - commission
 - answered phone
- Inventory
 - receiving, documenting, transferring merchandise

TOOTSIES: Women's Fashion, Customer Service-Receptionist/Cashier

Houston, Texas

November 2007-April 2008

Responsibilities:

- Cashier: sales transactions, running reports, nightly deposits
- Customer service: Shipping orders via fax/phone/e-Mail, Trouble shooting customer complaints
 - greeting, conversing with, and amicably assisting customers with their questions, needs, and/or taking on all necessary tasks to appease and fulfill customers' needs; keeping customers occupied
- Closing/opening responsibilities
- Operated register: sales, returns, counting, documenting reports
- Developed team-building skills with co-workers

El Charro Mexican Restaurant, Server and Hostess

Houston, Texas

January 2002-June 2002

Responsibilities:

- Served and waited on customers
- Hostess: greeted customers and led them to their tables
- Closing/opening responsibilities
- Operated register: sales, returns, counting, documenting reports
- Developed organizational, time management, and multi-tasking skills

EXPRESS Fashion, Lead Salesperson

Houston, Texas

May 2000-July 2000

Responsibilities:

- Sales/Customer Service: worked floor and dressing rooms
- Closing Duties: key holder/ sales reports/ cleaning/ organization of Merchandise
- Maintained and exceeded sales goals
- Cashier and cash wrap duties
- Skilled in computer software; sales-related software
- Developed leadership skills as lead salesperson

EXTRACURRICULAR ACTIVITIES

Student Government Association, Senator

Spring 2004-Spring 2006

Kappa Kappa Gamma Sorority – Epsilon Lambda Chapter

NSCS- National Society of Collegiate Scholars

October 2003 - February 2005

CHARITABLE WORK

The Helen Ross McNabb Foundation

October 2003 - February 2005

Knoxville, Tennessee

- Regularly worked with Intervention Program for children ages 3-6 who experienced behavioral problems
- Assisted parents in learning about and developing modification program for their child's overactive, withdrawn, or aggressive behavior

References Available Upon Request