**Tracy L. Farr**

**141 Cross Road**

**Bloomsburg, PA 17815**

**570.784.4255 (home)**

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**Tracy@WriteUs.Net**

**OBJECTIVE**

To secure employment with a growing organization, where my extensive sales, technical, customer service and organizational skills can be utilized to the fullest.

**SUMMARY**

With my many years of experience, I would be an asset to any company looking to expand their sales base and grow a new territory. I possess both the ability to learn new products and services very quickly. That coupled with my outgoing personality and years of customer service experience make me an excellent candidate for any product based customer service.

**WORK HISTORY**

Cobblestone Inn Bloomsburg, PA

**Server** **-** 05/30/2013 to 06/11/14

* Provided first rate customer service.
* Serve customers.
* Adhere to Food Safety, Food Handling and Food Sanitation at all times.
* Adhere to standard dress code: appearance and grooming.
* Perform other related duties as assigned.

Heritage House Family Restaurant Bloomsburg, PA

**Server** **-** 06/25/2013 to 11/01/13

* Provided first rate customer service.
* Seated customers and waited tables.
* Adhere to Food Safety, Food Handling and Food Sanitation at all times.
* Adhere to standard dress code: appearance and grooming.
* Perform other related duties as assigned.

The Links in Hemlock Creek Bloomsburg, PA

**Server** **-** 03/25/2013 to 06/02/2013

* Provided first rate customer service.
* Seated customers and waited tables.
* Adhere to Food Safety, Food Handling and Food Sanitation at all times.
* Adhere to standard dress code: appearance and grooming.
* Perform other related duties as assigned.

Creekside Family Restaurant Orangeville, PA

**Server/Hostess** **-** 10/06/2012 to 02/17/2013

* Provided first rate customer service and operated cash register.
* Seated customers and waited tables.
* Answered telephones.
* Adhere to Food Safety, Food Handling and Food Sanitation at all times.
* Adhere to standard dress code: appearance and grooming.
* Perform other related duties as assigned.
* Created contests.
* Maintained and posted specials on Facebook.

Triple Point/One to One Interactions San Diego, CA

**Sales Advisor (Food Demonstrator)** **-** 12/2011 to Present
Generate excitement, brand awareness and increase product sales through event sampling and promotions; prepare and market vendor products; continuously engage and communicate with customers regarding product; positively represent the company within the store.

* Drive incremental sales; mention the vendor’s name, key selling points, and ask for the sale
* Set up, organize the equipment; including preparing vendor product according to instructions to the Demonstration Production Information Sheet (DPIS); close down equipment incorporating cleaning and sanitizing.
* Engage customer to promote and increase sales of product; maintain friendly positive image, attitude and appearance.
* Interact with customers by explaining the product; answer customer questions on the product and the general layout of the store.
* Ensure adequate sample amounts and quality demonstration throughout the event.
* Assist and partner with other Sales Advisors on their events as required in a team-oriented environment, with general and lunch breaks.
* Provide daily, accurate and timely reporting on hours-worked, sales results and feedback on customer’s comments of product.
* Adhere to Food Safety, Food Handling and Food Sanitation at all times.
* Adhere to standard dress code: appearance and grooming.
* Participate in safety training and actively comply with safety policies and practices, including company procedures and guidelines.
* Perform other related duties as assigned.

Web Design by Tracy Farr Bloomsburg, PA

**Owner -** 12/2007 to Present

* Chartwell Staffing, LLC - Web Design; Tech Support
* C & C Staffing – Web Design; Logo Creator; E-Mail, Hosting and Trouble Shooting
* It’s All About Me Boutique – Web Design; E-Mail, Hosting and Trouble Shooting
* T-Place Bar & Grill - Web Design; Facebook Marketing
* AYSO Bloomsburg, EOS Therapeutic Riding Center, (Non Profit) – Web Design; Web Hosting; E-mail, Hosting and Trouble Shooting
* CIA Wrestling - Web Design; Web Hosting; Facebook Marketing; E-mail, Hosting and Trouble Shooting
* Kim’s Nails Salon – Manage Facebook Account

Geisinger Health Plan Danville, PA

 **Customer Service Representative -** 07/2010 to 12/2010

* Answered phones to respond to orders, general customer inquiries, invoice questions, and customer complaints. Projected a professional company image through phone interaction.
* Answered phones and responded to customer requests.
* Sold product and placed customer orders in computer system.
* Provided customers with product and service information.
* Upsold products and services.
* Transferred customer calls to appropriate staff.
* Identified, researched, and resolved customer issues using the computer system.
* Followed-up on customer inquiries not immediately resolved.
* Completed call logs and reports.
* Researched billing issues.
* Researched misapplied payments.
* Recognized, documented and alerted the supervisor of trends in customer calls.
* Recommended process improvements.
* Generated customer thank you letters.
* Provided on-the-job training for new employees.
* Other duties as assigned.

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 ICT Group, Inc. Bloomsburg, PA

**Supervisor -** 11/2007 to 07/2010

* Delivered an excellent customer experience.
* Handled inbound customer calls and to retain and resolve customers concerns.
* Supervised; answered agent’s questions; handled supervisor’s calls.
* Attendance, Payroll Edits, Stat Reports.
* Trained agents on upcoming changes, met retention and productivity goals.
* Interviewed prospective employees while maintaining objectivity.
* Multi-tasked miscellaneous tasks and duties assigned to me.
* Trained classes when needed.

Network Solutions Drums, PA

**Network Solutions Specialists -** 10/2004 to 11/2007

* Delivered an excellent customer experience to retain up-sell and resolve customer concerns.
* Handled inbound customer calls.
* Worked with large partners: Gold VIP, Premier, SRSPlus and Retention calls.
* Achieved productivity related targets.
* Completed data entry.

Northeast Tree Service Bloomsburg, PA

**Office Supervisor -** 3/2004 to 10/2004

* Provided first rate customer service.
* Handled general administrative duties, such as filing, faxing, copying and mailing.
* Responsible for accounts payable and receivable.
* Records management, received cash and check receipts, maintained ledger book and computer records of bank deposits.
* Maintained in-office calendar, keeping track of schedules/appointments.
* Computer smart-Microsoft Word and minor QuickBooks.

China Queen Bloomsburg, PA

**Server/Hostess -** 1989 to 2004

* Provided first rate customer service and operated cash register.
* Seated customers and waited tables.
* Answered telephones.

All Link/Monster Wireless Bloomsburg, PA

**Authorized Agent -** 10/2003 to 3/2005

* Provided first rate customer service with use of computer.
* Maintained inventory and completed audits.
* Agent for Nextel.
* Completed data entry.

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Lexcom Wireless Frackville, PA

**Authorized Agent -** 10/2003 to 12/2004

* Provided first rate customer service with use of computer.
* Maintained inventory and completed audits.
* Agent for Verizon, AT&T and Nextel
* Completed data entry.

Things Remembered Bloomsburg, PA

**Customer Satisfaction Manager -** 7/1999 to 8/2003

* Provided first rate customer service - operated cash register with use of computer.
* Supervised, trained and coached.
* Interviewed, hired and scheduled.
* Handled returns, exchanges, and voids.
* Completed promos, price changes and daily sales.
* Maintained inventory, completed audits
* Completed data entry.
* Ordered product as needed.

**EDUCATION**

* Academy Hair Design. Bloomsburg. License. 1993
* Bloomsburg High School. Diploma. 1992

**REFERENCES**

1. Candie Beiler, Owner of It’s All About Me Boutique
100 North Market Street
Selinsgrove, Pa 17870
570.374.0050
2. Donna Mackey, Employee at Geisinger Health Plan
102 Alton Street
Danville, Pa 17821
570.486.3358
3. Tom Vought, Senior Officer at Federal Bureau of Prisons, USP Allenwood
182 E. 11th Street
Bloomsburg, Pa 17815

 570.394.2860

1. Jane Colon, Employee at Geisinger

797 Cherry Street

Bloomsburg, Pa 17815

570.784.2381