



Ja'Lisa Calaway

Business Owner

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Motivated Customer Service Representative with over 10 years in various retail and advocacy experiences in fast-paced, team-based environment. Driven and proven successful at achieving established targets and team goals. Personable and professional communicator with fluency in English.

Key Skills

- Customer Service
- Scheduling
- Problem-solving skills
- Decision-making abilities
- Data entry
- Cash handling
- Management

Professional Experience

May 2016 - Present **Business Owner**
Ja'Lisa's Gorgeous Extensions

creating business plans, arranging financing, hiring staff, reviewing sales, developing marketing strategies, overseeing daily activities, and identifying business opportunities

Built long-term customer relationships and advised customers on purchases and promotions. Bagged, boxed or gift-wrapped sold merchandise per customer request. Assisted customers by listening and finding solutions to problems and by making recommendations based on extensive product knowledge. Processed payments by check, cash, debit and credit and maintained accurate drawers. Supervised inventory cycle counting processes, including accounting and surplus records, product damages and product returns.

February 2016 - December 2016 **Evening Advocate**
Womens Advocate

Identified available community resources and programs for families of disabled children. Addressed issues immediately and worked with other stakeholders to find the most effective solutions available. Communicated with individuals of all ethnic and cultural backgrounds on a daily basis. Worked with leadership staff and special committees to define volunteer mission and set standards. Identified and addressed clients' barriers to self-sufficiency such as substance abuse and educational deficiencies.

April 2014 - September 2016 **Teachers Aide**
Teachers On Call

Maintained a child-friendly environment with access to outdoor activities. Encouraged good behaviors using the positive reinforcement method. Continually kept abreast of toy and child-related recalls and safety warnings. Addressed behavioral and learning issues with parents and daycare management. Organized and engaged in recreational activities such as games and puzzles. Incorporated music and play into developmentally appropriate activities.

May 2014 - September 2014 **Sales**
Comcast

Meet / exceed sales targets & quotas by generating sales from inbound inquiries via internet-based sales chat sessions, email and phone

May 2011 - December 2013 **Sales**
Footlocker

Operating cash registers, assisting customers with sales, stocking and organizing shelves, and answering questions about company policies, merchandise, and services

Education

September 2012 - May 2017 **BSW in Social Work**
University of Minnesota at Minneapolis