

M. Elaine Olguin

T-7 Lead Sales Associate/ Passport acceptance agent

Albuquerque, NM 87102

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Authorized to work in the US for any employer

Work Experience

T-7 Lead Sales Associate/ Passport acceptance agent

United States Postal Service – Albuquerque

November 1990 to October 2015

Controlled the release of proprietary and confidential information for general client lists.

Organized and coded all documents related to due diligence for acquisitions.

Successfully lead key projects which resulted in customer satisfaction

Increased sales by 17% over a two-year period.

Planned and executed retail promo deadlines. Responsible for delivery distribution. Accountable for all generated revenue, stamp stock, retail inventory and retail displays.

Conducted analysis and resolved customer issues.

Education

High School Diploma

Santa Fe Community College

Skills

- RETAIL 30+ yrs. (10+ years)
- RETAIL MARKETING (10+ years)
- SATISFACTION (10+ years)
- Accounts payable 30+ yrs. (10+ years)
- ACCOUNTS PAYABLE/RECEIVABLE (Less than 1 year)
- Call Center
- Customer Service 30+ yrs. (10+ years)
- Cash handling
- Cash handling
- Communication skills 30+yrs. (10+ years)
- Time management
- Cashiering
- Microsoft Office

- Organizational skills 50yrs. (10+ years)
- Phone etiquette 30+yrs. (10+ years)

Assessments

Sales skills — Familiar

June 2022

Influencing and negotiating with customers

Full results: [Familiar](#)

Work style: Reliability — Completed

September 2019

Tendency to be dependable and come to work

Full results: [Completed](#)

Retail customer service — Familiar

June 2022

Responding to customer situations in a retail setting

Full results: [Familiar](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

Skills

- bilingual (English/Spanish)
- File/records maintenance
- Computer literate
- Results-oriented
- Quick learner
- Excel in customer service/satisfaction
- Operations management

Client-focused

- Financial records and processing
- creative problem solving
- retail marketing/merchandising /bookkeeping accounts payable/receivable