**[Customer Service Business Development](https://www.postjobfree.com/resume/adzla9/customer-service-business-baltimore-md)**

**Location:**Baltimore, MD

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**Resume:**

CB Cynnise Bell

Severn, MD 21144 (773) 850-7996 bell.cyn18@gmail.com

PROFESSIONAL

SUMMARY

Talented professional considered knowledgeable leader and dedicated problem solver. Brings 7 years of valuable expertise to forward company objectives. Attentive to detail with experience in coordinating projects, programs and improvements. Detail-oriented team player with strong organizational skills. Ability to handle multiple projects simultaneously with a high degree of accuracy. SKILLS Project Management

Business initiatives proficiency

Business development and

planning

Operations

Research and Writing

Customer Relations

Microsoft Office Suite

Calendar Management

WORK HISTORY LEAD TEACHER 12/2022 to CURRENT

The Goddard School For Early Childhood Development Annapolis, MD Chose optimum curriculum for each class and devised creative daily lesson plans to meet requirements and needs of 22 different learners. Communicated frequently with parents about student growth and progress, recommending at-home reinforcement to support struggling students. Planned and implemented different daily activities to enhance overall development and growth of every student.

Guided student teachers and teaching aides in classroom management, leading by example and thoroughly answering questions. Maintained patience and level-headedness in diverse situations to support student development and personal growth.

Maintained detailed records of attendance, test scores and assignment grades for each student to identify trends and rectify issues. Organized rooms in line with current educational thinking to maximize educational opportunities for students.

ASSISTANT STORE MANAGER 05/2022 to 09/2022

NAPA Auto Parts - Genuine Parts Laurel, MD

Managed opening and closing procedures and recommended changes to enhance efficiency of daily activities.

Managed and supervised schedules and responsibilities of 20 employees. Responded to customer concerns, working with manager to significantly raise customer satisfaction ratings.

Met or surpassed business targets regularly through employee engagement and forward-thinking planning.

Maintained positive customer relationships by responding quickly to customer service inquiries.

Rotated merchandise and displays to feature new products and promotions.

Walked through store areas to identify and proactively resolve issues negatively impacting operations.

DEDICATED AIDE 11/2018 to 05/2022

The Foundation School Largo, MD

Provided continuous care, support and attention to 8-15 assigned students. Reinforced teacher's instruction with personalized assistance. Developed safe and supportive environments for students with sensory disorders.

Adhered to plan outlines and monitored progress against IEP objectives. Promoted student creativity, problem-solving skills and critical thinking abilities with individualized techniques.

Maintained efficient and balanced calendar of current participant appointments, staff meetings and assessments.

Kept students on-task with proactive behavior modification and positive reinforcement strategies.

SUBSTITUTE TEACHER 11/2019 to 03/2020

The Foundation School Largo, MD

Took over class for regular classroom teacher, managing assignments, 8-15 student needs and record keeping.

Upheld classroom routines to support student environments, maintain consistent schedules, and reinforce core concepts. Maintained day-to-day classroom management and discipline to promote learning initiatives.

Kept accurate and current attendance records and assignment sheets to maintain file compliance.

Diversified classroom instruction and group activities to successfully support students with unique strengths and learning styles. Took notes and prepared reports on school day activities to provide to primary teacher.

AREA SUPERVISOR 11/2013 to 06/2017

Ross Stores Columbia, MD

Maintained clean and well-organized production areas to avoid violations or unnecessary work delays due to hazards or inefficient layouts. Planned sequence of operations and established schedule. Revitalized operational structures and procedures to successfully control turnover and waste, enhance output and boost overall quality. Minimized resource and time losses by addressing employee or production issue directly and implementing timely solutions.

Directed daily workflow of 35-strong team in Hard-line and Soft-line department

EXECUTIVE ASSISTANT 08/2008 to 11/2012

Howard University Washington,, D.C.

Answered multi-line phone system, routing calls, delivering messages to staff and greeting visitors.

Handled 50 calls per day to address customer inquiries and concerns Delivered top-notch administrative support to office staff, promoting excellence in office operations.

Managed inventory, placed orders and handled payment for office supplies. Sorted, opened and routed incoming correspondence and deliveries to help senior leaders respond quickly to business and customer requirements.

Attended to office operations and required paperwork. Enhanced efficiency of work by organizing resources, records and personnel to accomplish demanding targets.

Organized and coordinated conferences and monthly meetings. EDUCATION B.S Health Systems Management, Psychology EXPECTED IN 2024 University of Maryland Global Campus, Upper Marlboro, MD