

Regina Evans Loften
Cell: 817-319-6253

Education:

Shelby State College

Memphis, TN

Associate Degree/Business Ethics- Retail Management/Visual Merchandise

Skills

- Strong leadership, strategic planning and team building
- Creates enthusiasm and builds confidence in others
- Able to multitask and make important decisions
- Thrives on challenges to overcome obstacles with solutions that are technically and operationally sound.
- Learns new skills quickly and efficiently
- Exceptional interpersonal and communication skills (network, collaborate, negotiate), builds effective positive, business relationships with people from diverse cultures and across professional levels.

Employment

February 2016 to current

Accounts Receivable/Administrative Assistant: Shannon Rose Hill Funeral Home

- Responsible for processing cash receipts and all incoming and outgoing invoices
- Deal directly with vendors
- Balance all AR reports, cash receipts
- Make necessary bank deposits
- Adjust Contracts/deals directly with insurance companies
- Responsible for ordering supplies/burial etc.

August 2015 to February 2016

Counter Manager: Elizabeth Arden and Fashion Fair

- Managed cosmetics counter
- Maintained profitable sales and goals
- Check-inventory
- Ordered merchandise
- Performed facials and makeup on customers

August 2013 to July 2015

Customer Relations/Delivery Expert Manager, Allen Samuels Hyundai

- Handles customer complaints
- sets up service appointments for accessories or any additional customer issues
- follows up with customers after purchase and appointment

December 2011 to July 2013(Store Closing)

Assistant Manager, Dot's Fashion

- Maintains and coaches staff
- Handles all customer service related question and problems
- Creates schedule for all employees
- Receives and processes shipment damages, etc.

July 2008 to November 2011

Lead Teller, JP Morgan Chase/Washington Mutual

- Plays a vital role in the customer banking experience at Chase
- Through face-to-face interactions with customers, I provide top-notch customer service by handling financial transactions accurately and effectively.
- Proficient, friendly and gratifying interactions with both customers and Chase team members.

August 2005 to June 2008

Front End Supervisor and Office/Accounting Manager, Marshall's Department Store

- Performed opening and closing of cash drawers
- Handled returns, credits and customer complaints
- Opened credit card accounts for customers
- Researched current accounts and balances
- Assembled daily work bank deposits and credit paper works
- Promoted positive work ethics
- Worked with store managers and corporate office on daily store operations

March 2003 to August 2005

Store Manager, Burke's Outlet

- Performed opening and closing of all cash registers
- Manages all store departments for high sales results and profitability
- Handled daily reports of profits and losses
- Handled all employees of hiring, firing and payroll
- Managed inventory control and shrink
- Made hourly pulls and daily bank deposits
- Liaised with corporate office and payroll department regarding all financial matters

April 2000 to March 2003

Assistant Manager, Goodwill Superstore

- Performed opening and closing of drawers, made cash pulls and hourly countdown
- Made payments to company contractors
- Managed staff of 50+
- Managed employee files, schedules, and payrolls
- Assisted the store manager in maintaining daily operations

References:

Rhonda Erwin

Former Co-Worker

817-925-1365

Michelle Milton-Sweeney

Director of Finance Department

317-850-5005

Anna Richards

Business Development Coordinator

773-875-9584

