JORDAN ELLIS

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**Recent high school graduate with hands-on experience in customer service and administrative support. Recognized for reliability, strong organizational habits, and a professional attitude in fast-paced settings. Demonstrated professionalism with customers while maintaining accurate transactions.**

# Key Skills

 Appointment scheduling  Cash handling

 Customer service  Data entry

 Filing systems

 Microsoft Excel  Microsoft Word  Multitasking

 Phone etiquette  Retail operations

# Professional Experience

## Sales Associate

*Sunshine Sportswear, Phoenix, AZ | June 2023 - March 2024*

 Supported up to 75 customers per shift by answering product questions, locating items, and managing returns

 Maintained accurate drawer counts and processed over 100 transactions daily with zero discrepancies

 Helped boost promotional event sales by 15% through active floor coverage and upselling techniques

 Received 94% satisfaction rating from customer feedback surveys over a 3-month review period

## Office Assistant Intern

*Metro Title & Escrow, Phoenix, AZ | January 2023 - May 2023*

# Education



High School Diploma

Camelback High School, Phoenix, AZ | May 2024

Processed and organized over 200 client records with less than 1% error rate

Handled 30–50 daily phone inquiries and scheduled appointments using Microsoft Outlook

Supported internal teams by delivering time-sensitive legal documents and maintaining updated filing systems