



Maja Karlsson

Enthusiastic and professional recent graduate with volunteer experience providing administrative support in a busy clinic. Excellent organization and time-management skills and able to work independently and in collaboration with colleagues. Warm and friendly interpersonal style with strong communication ability in writing, in person, and over the telephone.

Professional Experience

Beauty Advisor

Sephora, Columbia, SC January 2020 - Present

- Maintain a tidy and appealing store environment and manage stock levels to ensure availability to customers
- Welcome customers warmly and professionally and answer queries in-person and over the phone, receiving a 97% customer service rating in 2021
- Work collaboratively with teammates to achieve ambitious sales targets, meeting 99.5% of personal goals since February 2020
- Listen carefully to customers' requirements and issues and suggest suitable hair care products for their hair type and budget

Administrative Volunteer

Traditions Health, Myrtle Beach, SC June 2019 - September 2019

- Answered telephone inquiries following the organization's etiquette protocols and forwarded calls to the correct department
- Filed confidential documents with 100% accuracy, strictly observing data protection guidelines
- Assisted the administrative team with scheduling appointments using the digital calendar system
- Processed incoming mail and redirected correspondence to the relevant practitioner

345 Main Avenue, Myrtle Beach, SC 65432
m.karlsson@myemail.com
(864) 468-8642

Education

Associate of Science in Business Administration

University Of South Carolina, Columbia, SC

September 2019 - June 2021

Electives completed:

- Business Communications
- Principles of Marketing
- Principles of Business Management

Key Skills

- Customer service
- Diary management
- Teamwork
- Time management
- Organization
- Professional telephone etiquette
- Fluent in French