

Leana Richardson

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SUMMARY

Detail-oriented and motivated professional with a demonstrated history of optimizing workflows, enhancing team collaboration, and providing exceptional administrative and customer support. Proficient in leveraging technology, managing office operations, performing accurate data entry and maintaining organized records. Adept to prioritizing tasks and providing efficient, client-focused solutions. Eager to contribute organizational skills to an administrative assistant role.

EXPERIENCE

Whole Foods Market — E-commerce In-Store Shopper

February 2022 – Present

- Proficient in using handheld technology and mobile devices to efficiently fulfill customer orders.
- Demonstrated ability to process online orders with detail, accuracy and urgency.
- Acquired product knowledge, customer service standards and store operations.
- Packed and labeled orders for delivery and pickup, consistently meeting deadlines.
- Maintained a clean and organized workspace.

Kohl's Department Store — Loss Prevention Specialist

September 2019 – January 2022

- Handled administrative tasks such as organizing case files and conducting detailed data entry
- Supported daily office operations by maintaining supply inventories to ensure smooth workflow.
- Maintained confidentiality and handled sensitive information with professionalism.
- Monitored surveillance systems to identify security risks, resulting in reduced theft incidents.
- Collaborated with management to develop and implement improved security protocols.
- Coordinated with law enforcement to ensure the accurate documentation of theft cases.

Kohl's Department Store — Sales Associate

June 2017 – September 2019

- Provided outstanding customer service by assisting customers in point of sale.
- Addressed and resolved concerns with professionalism and efficiency.
- Trained and mentored new employees, fostering a smooth onboarding experience.
- Efficiently processed transactions while maintaining a welcoming and organized environment.

EDUCATION

Liberty University — Bachelor of Business Administration

Lynchburg, VA

January 2022 – December 2023

SKILLS

- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook).
- Skilled in multitasking, prioritizing tasks, and time management to meet deadlines.
- Exceptional communication and interpersonal skills.
- Strong problem-solving capabilities and ability to adapt to new technologies.
- Team-oriented with a focus on achieving results in fast-paced environment.
- Experienced in maintaining confidentiality and handling sensitive information with discretion.
- Strong attention to detail, accuracy, and document management.
- Committed to delivering client-focused solutions.