

## **DEBBIE CROFT**

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### **SUMMARY**

***Over twenty-five years experience in management, sales and customer service.***

- Excellent written and verbal communication skills-both in person and by telephone
- Business management and clerical office skills /exceptional organizational skills
- Superior customer service skills
- Proficient in Microsoft Word, Excel, Power Point, Outlook, and QuickBooks
- Self motivated, great leadership skills, multi-tasking skills, excellent people skills

### **EXPERIENCE**

**GREENHOUSE FABRICS, High Point, NC**

2009

***Customer Service Representative***

- Responsible for taking fabric orders by phone, fax, or email.
- Recorded detailed information of orders into database for future reference.
- Responsible for daily follow-up to ensure no shipping delays or customer concerns
- Handled customer issues immediately, often with same-day resolution.

**BB&T INSURANCE SERVICES, Greensboro, NC**

2008

***Customer Service Representative***

- Accepted incoming calls regarding insurance needs of all types for multiple states.
- Handled endorsements, cancellations, and other changes as requested by customer with sensitivity to expiration dates, as well as executing time sensitive documents to meet deadlines.
- Kept detailed records of customer interactions on a daily basis and reported to management weekly.
- Daily follow-up with outstanding customer issues with resolution within three business days.
- Served as a liaison between customer and actual insurance company to prevent misunderstandings and insure excellent customer service.

**SCHENK & TORRENCE ALLSTATE AGENCY, Greensboro, NC**

2006-2008

***Agent/Sales Associate***

- Managed customer service issues including advising, consulting and collecting from clients.
- Sold and wrote automobile, property and casualty policies.
- Managed incoming and outgoing communications, including direct client contact.
- Handled time-sensitive documents, remittance reports, payments and deposits.
- Kept detailed office documents, including customer accounts, client correspondence and daily reports.

**LACACHE BOUTIQUE, Winston Salem, NC**

2004-2006

***Manager***

- Managed a small staff, including training and scheduling of employees, overseeing all floor sales, opening and closing store, handling employee issues, balancing and maintaining cash in registers.
- Showroom design and display of merchandise, including antiques, china, crystal, stationary and gifts.
- Ensured placement, receipt and delivery of up to 125 in-house orders per month
- Responsible for all customer service.
- Assisted in the development of company web page and responded to all email correspondence.

**Debbie Croft**

Page 2 *Lacache Boutique continued*

- Took part in interviewing of prospective employees including review of resumes, candidate interviews and final selection. Upon hiring, was responsible for employee training.
- Assisted storeowner with in-store events including trunk and private sales, as well as open public sales.

**BASSET FURNITURE GALERIES, Greensboro, NC**

2003-2004

*Interior Designer, Salesperson*

- Responsibilities included residential space planning with selections of furniture, fabrics, floor coverings, wall coverings, lighting and accessories.
- Consulted with individual clients, including in-store and outside presentation including bid preparation of selected items.
- Prepared all customer bids for individual projects including furniture, accessories and any services

**DEBOS INTERIOR DESIGN, Greensboro, NC**

1979-Present

*Freelance Interior Designer*

- Projects include residential, commercial and showroom design as well as implementation thereof.
- Overseeing all aspects of project completions including working with builders/architects, modification of blueprints if necessary, space planning, furniture selection, lighting and accessory selection, and all surface selections. Place all orders, following through to make sure product arrives in a timely manner. Delivery of products and complete room(s) orchestration to customer's satisfaction.

**EDUCATION**

B.S. Interior Design

University of North Carolina at Greensboro

1972

**COMPUTER SKILLS**

Computer skills include Microsoft Word, Excel, PowerPoint and Outlook

**COMMUNITY ACTIVITIES**

Member of First Presbyterian Job Services

2010