

4139 191ST PL • COUNTRY CLUB HILLS • IL, 60478
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CHERYL EPSTEIN

SUMMARY

Seeking a position that will allow me to utilize my self-motivation, creative problem solving, research, and excellent customer service skills

EMPLOYMENT

2007-2022 Comcast Corporation Tinley Park, IL

CAEII Same Day Department/ CAEIII Billing, Video Repair

- Identifies and communicates delinquent customers accounts that can potentially be linked
- Assists customers with billing and service related questions
- Provides extensive video troubleshooting
- Created and implemented training package to improve customer service and productivity
- Worked directly with dispatch pre-calling and qualifying appointments

1987- 2006 Target Corporation Various Locations

Team Leader in Merchandising and Operations Areas

- Interviewed, hired and trained new team members, wrote schedules
- Wrote and administered team member performance reviews, coachings and corrective actions
- Planned and executed weekly ad sets, Planograms and adjacencies
- Supervised and delegated daily tasks to team
- Researched and reconciled cashier overages and shortages
- Resolved guest service complaints
- Initiated and maintained monthly team member recognition program

DEVELOPMENT CLASSES

Coaching and Motivating the Team, Communicating and Listening, Training Team Members, Managing Conflict, Corrective Action, Performance Reviews, Workload Planning, Diversity

SKILLS

Grandslam, Internet/ Intranet, MS Word, Data Entry, Inventory and Count Accuracy, CSG, Planning and Organizing, Excel, PowerPoint