

Pamela S. Songer

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OBJECTIVE

Seeking an opportunity with an organization that promotes strong interpersonal skills, attention to detail, displays honesty, integrity, and provides excellent service to their clients.

EDUCATION

Clemson University
Bachelor of Science Degree

PROFESSIONAL EXPERIENCE

Owner

Starfish Design and Collections, Charleston, South Carolina
Interior Design Consultant and Designer of Unique Home Décor

- Assist clients with their interior design needs. This includes budgeting, décor, and functionality of the space. It requires project management skills, and effective communication with clients.

Sales Consultant

Williams-Sonoma Stores, Inc., Charleston, South Carolina

- Assist clients with their needs for the home, kitchen, and entertaining. Provide outstanding customer service and develop clientele relationships. Assist with in store classes and special events.

Service Administrator

CarMax, Charlotte, North Carolina

- Managed the extended warranty program; submitted claims and tracked reimbursements.
- Tracked and measured Customer Satisfaction Index for the Service Consultants.
- Processed invoices to accounts payable, payroll for the service technicians.

Store Manager

Belk, Lancaster, South Carolina

- Accountable for all aspects of the business; Sales and Budgeting, Store Operations, and Inventory Control.
- Oversee all aspects of Human Resources: hiring, training, and performance Management. Test store for corporate programs

ADDITIONAL PROFESSIONAL EXPERIENCE

Store Manager

Best Products, Inc., Norfolk, Virginia and Wilmington, North Carolina

Store Manager, Assistant Store Manager

Thalhimer's, May Department Stores, Charleston, South Carolina

Regional Inventory Controller, Staffing Manager, Sales Manager, Merchandise Staff Specialist

Rich's, Federated Department Stores, Birmingham, Alabama

CAREER ACHIEVEMENTS

- Earned Belk Pacesetter Store and Customer Service Awards; exceeded Customer Service goals.
- Implemented shortage awareness program through increased training and consistent monitoring of all shortage control areas, resulting in reduction of inventory shortage.
- Chosen to pilot corporate "Smart Store Concept." This program was designed to offer the customer a variety of services at one location on the selling floor.
- Created associate "What Can We Do Board" to enhance communication with management as well as corporate information and promotional plans.
- Piloted "Customer New Shopping Process" and Warehouse Scanning Program.
- President's Council— Founders' Award for Excellence; Store Manager Recognition.
- Successfully opened two new stores for two separate companies with both showing significant increases over projected goals.
- Managed pilot operational procedures including Campbell Electronic Scheduling; installed and implemented GARR Computerized Scheduling in a variety of settings.