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Key-Azia I. Deveaux  
Charlotte, North Carolina  
kdeveaux01@gmail.com  
704.756.8437

## EXPERIENCE

Nov-2021- Feb. 2022 Williams Sonoma, Seasonal customer service agent, Las Vegas, NV

- Address customer questions and concerns regarding product and delivery information
- Provide product information, review alternative solutions if an item is out of stock and place orders for the customer.
- Successfully negotiate and appease customers using a variety of methods established by Williams-Sonoma, Inc., guidelines.
- Check inventory, process returns, issue replacements and credits for damaged or defective merchandise

Feb-2020- Nov. 2020 Nextgen America, Political Fellow, Charlotte NC

- Knocked on over 200+ doors for the primary election
- Organized an information virtual event with over 20+ attendees
- Registered over 50+ voters and gathered over 100+ pledge to vote signatures
- Assisted in data entry using EveryAction

Mar.2019- Aug.2019 Panera Bread, Cashier, Charlotte NC

- Handled and maintained the correct amount of money in drawer
- Provided customer service and fulfilled customer needs
- Maintained a clean work environment appropriate for food services
- Took necessary steps to meet customer needs and effectively resolve food or service issues

Aug. 2017- Nov.2017 Retail Associate, Carowinds, Charlotte NC

- Demonstrates and sells merchandise to guests utilizing knowledge of products
- Displays merchandise and suggestively sells products to guests emphasizing key selling points or sales promotions
- Monitors sales floor to avoid/deter theft of merchandise
- Maintains cleanliness of the sales floor. Cleans display tables, fixtures and gondolas as needed.

## EDUCATION

2019 – 2021 Central Piedmont Community College A.S in Business Administration/Management, Charlotte, NC

2015 – 2019 Harding University HighSchool, HighSchool Diploma