

Resume 852

OBJECTIVE

Highly-motivated, dedicated, and results-oriented professional to secure a position with your company in *Customer Service, Hospitality, or other position as applicable*, utilizing my skills, training, and experience

SUMMARY OF QUALIFICATIONS

- Over 5 years' experience in sales and providing excellent customer service in a retail setting, assisting customers with their product/services selections, offering intelligent solutions customized to individual needs, and resolving issues to their complete satisfaction
- Proven track record as a successful social media influencer, with years of experience in creating engaging content, building brand partnerships, and driving audience engagement.
- Strong understanding of various social media platforms including YouTube, and Twitter, with expertise in content creation, community management, and influencer marketing.
- Follows directions precisely and refers to upper management for further direction if necessary
- Consistently meets and/or exceeds all customer expectations
- Establishes rapport quickly with a diverse population and familiar with the necessary elements required to build strong business relationships
- Experienced training people for specialized duties, delegating orders, monitoring all work activities for quality, expediency, and safety, conducting performance evaluations, and consulting with appropriate personnel for trainee status/progress reports
- Some experience various related and relevant duties and cleaning products, including sweeping and mopping offices, bathrooms, and common areas, and knowledgeable with a range of cleaning agents and their safe applications
- Strong communications, math, analytical, and problem-solving skills
- Multi-tasks efficiently, learns new systems quickly, and completes all projects on or ahead of critical deadlines
- Cheerful, honest, and conscientious worker, adapts well to any work setting
- Experienced using computers, Windows, MS Office, Internet research, and email
- Types 40+ WPM, accurately
- Works well independently or collaboratively in a team environment

PROFESSIONAL EXPERIENCE

12/23 – Present ***Baker / Crew Member***

Panera Bread, Niagara Falls, NY

- Prepared & baked a variety of breads, pastries, & other baked goods according to Panera Bread recipes and standards.
- Followed proper baking techniques and procedures to ensure consistency and quality of products.
- Managed inventory of baking ingredients and supplies, ensuring adequate stock levels and freshness.
- Maintained cleanliness and organization of the bakery area, including equipment and workstations.
- Provided excellent customer service by greeting guests, taking orders, and assisting with inquiries.
- Operated cash register and POS system to process customer transactions accurately.

09/23 – 10/23 ***Team Member***

Tim Horton's, Grand Island, NY

- Took customer orders accurately and efficiently, ensuring accuracy and attention to special requests.
- Prepared and served food and beverages according to Tim Hortons' standards and recipes.
- Operated cash register to process customer transactions, handle payments, and provide change.
- Maintained cleanliness and organization of dining area, restrooms, and workstations.
- Assisted with stocking inventory, rotating products, and maintaining adequate supply levels.

08/23 – 09/23 ***Host Cashier***

Bob Evan's, Niagara Falls, NY

- Greeted guests upon arrival with a warm and welcoming demeanor.
- Managed seating arrangements efficiently, taking into account table availability and server sections.
- Processed guest payments accurately and efficiently using POS system.
- Maintained cleanliness and organization of hostess station and lobby area.
- Assisted servers and bussers as needed to ensure smooth flow of service.

06/22 – 08/23 ***Host / Food Runner***

Chilis, Niagara Falls, NY

- Greeted guests upon arrival with a warm and welcoming demeanor, promptly seating them and providing menus.
- Managed waitlist during busy periods, accurately estimating wait times and effectively communicating with guests.
- Assisted servers by running food orders from the kitchen to the dining area, ensuring timely delivery and presentation of meals.
- Collaborated with kitchen staff and servers to coordinate food delivery and maintain efficient workflow.
- Maintained cleanliness and organization of the host stand, dining area, and restrooms to uphold Chili's standards.

11/21 – 03/22 **Sales Associate**

Carters, Niagara Falls, NY

- Recommended, selected, and helped locate or obtain merchandise based on customer needs.
- Computed sales prices, total purchases, and receive and process cash or credit payment.
- Maintained knowledge of current sales and promotions and policies regarding payment and exchanges.
- Opened and closed cash registers, performing tasks such as counting money, separating charge slips, balancing cash drawers, and making deposits.
- Ticketed, arranged, and displayed merchandise to promote sales.

09/21 – 11/21 **Sales Associate**

Reebok, Niagara Falls, NY

- Greets and assists customers with their purchases and locating hard-to-find items
- Operates credit card machines and cash registers; maintained balanced drawer
- Restocks shelves with replacement sales items
- Trains new personnel as requested by upper management and ensures that trainees understand cashier responsibilities and store policies

05/12 – 06/21 **Line Prep Cook**

Chipotle, Niagara Falls, NY

- Prepared a variety of foods, according to customers' orders, following approved procedures.
- Portioned and wrapped the food, or placed it directly on plates for service to patrons.
- Stored food in designated containers and storage areas to prevent spoilage.
- Placed food trays over food warmers for immediate service, or store them in refrigerated storage cabinets.
- Received and stored food supplies, equipment, and utensils in refrigerators, cupboards, and other storage areas.

01/21 – 05/21 **Line Work / Warehouse**

SPS Temporary Service, Niagara Falls, NY

- Operated machinery used in the production process, or assist machine operators.
- Placed products in equipment or on work surfaces for further processing, inspecting, or wrapping.
- Transferred finished products, raw materials, tools, or equipment between storage and work areas of plants and warehouses, by hand or using hand trucks or powered lift trucks.
- Helped production workers by performing duties of lesser skill, such as supplying or holding materials or tools, or cleaning work areas and equipment.
- Measured amounts of products, lengths of extruded articles, or weights of filled containers to ensure conformance to specifications.

12/20 – 01/21 **Preloader**

UPS, Buffalo, NY

- Unloaded items from delivery vehicles to be sorted and placed on outbound vehicles based on their destination.
- Scanned packages to determine their final destinations.
- Loaded vehicles with packages based on route.
- Utilized hand trucks and carts to move packages around the facility as well as to inbound and outbound trucks.

04/20 – 10/20 **Stock / Cashier**

Target, Amherst, NY

- Moved freight and stock to and from storage to sales floor, by hand or using carts or other equipment.
- Attached identifying tags to containers or mark them with identifying information.
- Packed and unpacked items to be stocked on shelves from stockroom and warehouse.
- Compared merchandise invoices to items actually received to ensure that shipments are correct.
- Set up advertising signs and displays of merchandise on shelves, or counters to attract customers and promote sales.
- Recommended and helped locate or obtain merchandise based on customer needs.

11/19 – 12/19 **Sales Associate / Customer Service / Cashier**

Wal-Mart, Niagara Falls, NY

- Greets and assists customers with their purchases and locating hard-to-find items
- Operates credit card machines and cash registers; maintained balanced drawer
- Restocks shelves with replacement sales items
- Trains new personnel as requested by upper management and ensures that trainees understand cashier responsibilities and store policies

08/19 –10/19 ***Cashier / Receiving***

Burlington, Niagara Falls, NY

- Took inventory or examine merchandise to identify items to be reordered or replenished.
- Designed and set up advertising signs and displays of merchandise on shelves, counters, or tables to attract customers and promote sales.
- Disposed of damaged or defective items, or returned them to vendors.
- Received, unloaded, opened, unpacked, or issued sales floor merchandise.
- Itemized and totaled customer merchandise selection at checkout counter, using cash register, and accept cash or charge card for purchases.
- Packed customer purchases in bags or cartons.

09/18 –12/18 ***Dietary Aide***

Northgate, Niagara Falls, NY

- Prepare meals and place food items on trays to patients in the facility.
- Deliver meals to patients depending on dietary restrictions and doctors' orders.
- Retrieve trays and dirty dishes to be brought back to the kitchen area to be cleaned.
- Placed dishes through automatic washing equipment and placed clean items back where they belong.

EDUCATION

High School Diploma

Niagara Falls High School, Niagara Falls, NY