

# Resume 865

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## OBJECTIVE:

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Knowledgeable and results-driven professional looking for a position in a *Customer Service or Office* setting by utilizing my excellent skills, training, and experience

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## SUMMARY OF QUALIFICATIONS:

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- Over 20 years' providing excellent customer service in multiple settings including the sales, restaurant and hospitality industry, assisting customers with their selections, offering intelligent solutions customized to individual needs, and resolving issues to their complete satisfaction
- Knowledge of working in a call center, doing outreach selling Platinum Plus Credit Cards and telephone packages
- Establishes rapport with a diverse customer population, maintaining strong relationships, encouraging repeat business
- Operates credit card readers, POS systems, cash registers and maintains balanced drawers
- Strong communications, analytical, and problem solving skills
- Recipient of the "Positive Attitude of the Year" award in 2003
- Multitasks efficiently, with a positive attitude, eager to accept challenges and learn new tasks
- Familiar with computers, data entry, internet research, and email
- Works well independently or collaboratively in a team environment

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## EXPERIENCE:

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- 05/18 – Present      ***Concierge (Seasonal)***  
Greyline Tours (Niagara Majestic), Niagara Falls, NY
- Responsible for arranging tours for the American or Canadian side of the Falls, as well as making recommendations to guests for tourist attractions, restaurants, and more.
- 05/18 – 09/18      ***Concierge***  
07/17 – 10/17      Bedore Tours, Super 8 Hotel, Niagara Falls, NY  
Bedore Tours, LA Quinta Hotel, Niagara Falls, NY
- Seasonally in charge of arranging tours for the American or Canadian side of the Falls, as well as making recommendations to guests for tourist attractions, restaurants, and more
- 06/15 – 10/16      ***Store Clerk***  
Cascades Gift Shop at the Sheraton, Niagara Falls, NY
- Customer service, cashed out, balanced cash drawer at the end of day, stocked merchandise.
- 09/90 – 03/14      ***Cashier***  
Tops Markets, Amherst, NY
- Extensive experience in customer service, cash register and helping customers. Possess positive attitude with customers.
- 2003      ***Customer Service***  
Creative Marketing Strategies, Amherst, NY
- Sold telephone package deals and credit cards for various companies. Dynamic ability to build a positive relationship with customers.
- 2000      ***Manager***  
Bakery Business, North Tonawanda, NY
- Baked desserts, pies, cakes, cheesecake, etc. for family restaurant business and managed the bakery.

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## EDUCATION:

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***Office Skills and Customer Service Course, 2015***

SUNY Attain Lab, Niagara Falls, NY

***Niagara Falls Sight-Seeing Tour License***

SUNY Attain Lab, Niagara Falls, NY

***Diploma***

N. T. High School, North Tonawanda, NY