

Resume 866

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
- 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
- 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
- Experienced using computers, Windows, MS Office, Internet research, and email
- Works well independently or collaboratively in a team environment

PROFESSIONAL EXPERIENCE

2019 - 2019 *Houseman/Laundry Attendant*

Sheraton at the Falls, Niagara Falls, NY

- Perform general cleaning duties, including vacuuming, mopping, dusting, and disinfecting surfaces in guest rooms, hallways, and common areas.
- Collect soiled linens and towels from designated areas and transport them to the laundry room.
- Operate commercial laundry equipment such as washers, dryers, and ironing machines to clean and press linens, towels, and other items.
- Sort and fold clean laundry according to hotel standards and promptly deliver them to designated areas.
- Maintain inventory of cleaning supplies and linens, promptly informing management when supplies need to be replenished.
- Adhere to safety protocols and procedures when handling chemicals and operating laundry equipment to prevent accidents and ensure a safe work environment.

2017 – 2018 *Housekeeper/Laundry Attendant*

Wingate by Wyndham, Niagara Falls, NY

- Cleaned and maintained guest rooms, cabins, and common areas, ensuring they met company standards for cleanliness and presentation.
- Assisted in laundering linens, towels, and other textiles, following proper procedures for sorting, washing, drying, folding, and storing.
- Managed inventory of cleaning supplies and linens, notifying management when supplies needed to be replenished.
- Provided assistance to guests as needed, responding promptly and courteously to inquiries and requests.

08/23 – 09/23 *Shipping & Receiving*

Tonawanda Coke Company, Tonawanda, NY

- Receive incoming shipments, verify contents against packing slips or purchase orders, and inspect goods for damage or discrepancies.
- Prepare and process outgoing shipments, including picking, packing, and labeling items according to shipping requirements and customer specifications.
- Utilize forklifts and other material handling equipment to load and unload shipments safely and efficiently.
- Maintain accurate records of inventory levels, shipments, and receipts using computerized inventory management systems.

EDUCATION

GED

Niagara Falls High School, Niagara Falls, NY