

RESUME 867

OBJECTIVE

Highly motivated, knowledgeable, and results driven professional to secure a position with your company utilizing my skills, knowledge and experience.

SUMMARY OF QUALIFICATIONS

- Skilled in providing outstanding customer service in a fast paced retail setting, providing knowledgeable product suggestions based on customers wants and needs; experienced in conflict resolution pertaining to customer issues and/or complaints and rectifying the issues in a quick and efficient manner.
- Strong communications, analytical, detail-oriented, and problem-solving skills.
- Multi-tasks effectively, learns new systems quickly, and completes all projects on time or ahead of critical deadlines.
- Strong organizational and time management skills, manage financials, and conflict resolution.
- Works well independently or collaboratively in a team environment.

PROFESSIONAL EXPERIENCE

01/20 – Pres. *Key Holder / Cashier*

Smoke Signals, Lewiston, NY

- Maintained clean and orderly checkout areas, and complete other general cleaning duties, such as mopping floors and emptying trash cans.
- Received payment by cash, check, or credit cards.
- Answered customers' questions, and provide information on procedures or policies.
- Helped customers find the location of products.

04/19 – 01/20 *Medical Linen Sorter*

Healthwear of WNY, Tonawanda, NY

- Responsible for taking inventory of units and maintaining appropriate levels.
- Sort soiled linens to specific areas based on cleaning needs.

02/18 – 05/18 *Sales Associate*

Burlington Store, Niagara Falls, NY

- Provide outstanding customer service to guests when utilizing fitting rooms; keeping count of the number of products being taken in and received to account for inventory.
- Process various transaction types to include cash, charge and by check while operating the POS system.
- Thoroughly stocked sales floor with merchandise based upon customer needs and wants.

10/17– 02/18 *Logistics Coordinator*

Mueller Reports, Tonawanda, NY

- Dispersed cell phones to recipients throughout the country; properly addressing and sending each shipment.
- Maintain accurate and efficient records of dispersed products to recipients.

07/06– 03/07 *Account Executive*

Dell/Ross Perot Systems, Flagstaff, AZ

- Promoted to an accounts receivable position with an additional internship awarded based on the recognition of my superiors.
- Disperse benefit claims for the following departments; Cigna, Humana, and Center for Medicaid and Medicare services.

EDUCATION & VOLUNTEER EXPERIENCE

Phlebotomy Certification

Niagara Orleans BOCES, Sanborn, NY

Medical Reception Certification

Cheryl Fells School of Business, Niagara Falls, NY

Associates in Medical Specialties; Concentration in Occupation Studies.

College America-Flagstaff, Flagstaff, AZ

Assistant Coach

Pony Tail League, Niagara Falls, NY