

Resume 627

OBJECTIVE

Highly motivated, knowledgeable, and results-driven professional looking to secure a position with your company as a *Certified Nursing Assistant* utilizing my skills, training, and experience.

SUMMARY OF QUALIFICATIONS

- Over 6 years' experience in providing uncompromising highest standards of customer service in a variety of settings, including retail, hospitality, banking, and housing, assisting customers with their product/service requirements and selections, offering intelligent solutions customized to individual needs, securing agreements and deposits, and resolving issues to their complete satisfaction
- Establishes rapport quickly with a diverse customer population, recognized for personal and professional integrity, cultivating and maintaining positive interpersonal relationships, and collaborating to develop mutually beneficial solutions through interactions with teams, managers, and customers
- Strong communications, math, analytical, and problem-solving skills
- Excellent time management skills, note taking and documentation along with completing projects ahead of schedule
- Empathetic, motivated and passionate about helping others, can adapt to meet needs of clients
- Dedicated employee, detail-oriented, and learns new systems quickly
- Multi-tasks well in a fast-paced environment, well-developed organizational skills, and possesses an eye for detail
- Experienced using computers, Windows, MS Office, proprietary software,

PROFESSIONAL EXPERIENCE

03/21 – 02/22 *Customer Care Representative*

Key Bank, Niagara Falls, NY

- Assisted customers with banking errors, updates, changes and other banking related questions.
- Answered clients' questions about the purposes and details of financial plans and strategies.
- Transferred customers to correct departments to ensure their needs were being addressed.

05/20 – 2/21 *Administrative Assistant*

BNRG Properties, Niagara Falls, NY

- Met with residents to negotiate management and service contracts, determined priorities, and discussed the financial and operational status of properties.
- Investigated complaints, and violations to resolve problems, following management rules and regulations.
- Inspected grounds, facilities, and equipment routinely to determine necessity of repairs or maintenance.
- Determined and certified the eligibility of prospective tenants, following regulations.
- Conferred regularly with community association members to ensure their needs are being met.
- Met with prospective tenants to show properties, explain terms of occupancy, and provide information about area.
- Prepared and administered contracts for provision of property services, such as cleaning, maintenance, and security services.

06/18 – 10/20 *Guest Services Agent*

Sharaton at the Falls, Niagara Falls, NY

- Greet, register, and assign rooms to guests of hotel.
- Utilize the Marsha and Lightspeed programming including all Microsoft Office products.
- Post charges, such as those for rooms, food, liquor, or telephone calls, to ledgers, using proprietary software.
- Answer inquiries pertaining to hotel services, guest registration, and travel directions, or make recommendations regarding shopping, dining, or entertainment.
- Compute bills, collect payments, and make change for guests.

02/17 – 01/20 *Assistant Manager / Laundry Attendant*

Hyde Park Laundromat, Niagara Falls, NY

- Supervised up to four associates in the absence of the manager, delegating orders and assignments to ensure that customers were tended to in a timely manner, effectively and efficiently.
- Opened and closed the laundromat as scheduled and maintained the state of readiness for potential emergencies.
- Assisted customers with the operations of washers and dryers throughout the facility.
- Rectified equipment issues as necessary, performing minor repairs and preventative maintenance at scheduled intervals, otherwise notifying upper management of malfunctions of a more complex nature.
- Received wash-and-fold bundles from customers and arranged for completion and pick-up.

06/17 - 10/17 *Utility / Cleaner*

Over the Falls Tours, Niagara Falls, NY

- Performed daily critical pre-trip and post-trip inspections on busses consisting or checking all exterior and interior lights, checking tires, brakes, doors, windows, seats, seat belts, and fire extinguishers to ensure everything is in good working condition.
- Drove 54-seat touring busses into garage for preparation for cleaning and parked clean busses in the lot for next tours.
- Cleaned up to 25 busses per day, interiors and exteriors, sweeping, mopping, cleaning seats, windows and more.
- Utilized strong chemicals and cleaning agents, wearing PPE to maintain safety.
- Cleaned exteriors using hoses and brushes on extension poles using cleaning detergents.
- Trained new personnel upon supervisor requests ensuring comprehension for all job duties and responsibilities.

EDUCATION and TRAINING

CNA Certification

O/N BOCES, Niagara Falls, NY

Associate's Degree – Human Services

Onondaga Community College, Syracuse, NY