

Resume 659

Objective

To secure a position with your company utilizing my skills and experience as a *Manager* or other position in *Customer Service, Sales*, and/or as a *Cashier*

Summary of Qualifications

- Over 3 year experience in a managerial role in the electronics department of a small-box store setting, supervising up to 3 employees including training, scheduling, delegating work orders, monitoring all work activities and customer/employee interactions, conducting performance evaluations, and consulting with upper management for employee status/progress reports
- Experienced retaining quality employees through sound Team Building concepts, excellent communications, and respected conflict resolution skills
- Over 10 years' experience in sales and providing excellent customer service in various settings, retail, restaurant, and hospitality industries, assisting customers with their product/service selections, offering intelligent solutions/options depending on situational needs, securing agreement and payments, negotiating pricing and terms and resolving issues to their complete satisfaction
- Over 10 years' experience as a cashier, operating credit card readers, POS systems and cash registers maintaining balanced drawers
- Strong communications, math, analytical, and problem-solving skills
- Multi-tasks efficiently, learns new systems quickly, and completes all projects/assignments on time or ahead of schedule
- Experienced using computers, Windows, MS Office, Internet research, and email
- Works well independently or collaboratively in a team environment

Professional Experience

04/21 – 08/21 *Waitress/Hostess*

The Anchor Bar, Niagara Falls, NY

- Present menus to guests and answer questions about menu items, making recommendations upon request.
- Assist host or hostess by answering phones to take reservations or to-go orders, and by greeting, seating, and thanking guests.
- Perform cleaning duties, such as sweeping and mopping floors, vacuuming carpet, tidying up server station, taking out trash, or checking and cleaning bathroom.

08/18 – 11/18 *Waitress*

The Bistro, Niagara Falls, NY

- Prepare tables for meals, including setting up items such as linens, silverware, and glassware.
- Explain how various menu items are prepared, describing ingredients and cooking methods.
- Write guests' food orders on order slips, memorize orders, or enter orders into computers for transmittal to kitchen staff.

10/12 – 06/14 *Housekeeping*

The Red Coach Inn, Niagara Falls, NY

- Performed general cleaning and cleaned up to 13 rooms per shift, made beds, cleaned bathrooms and replaced amenities, sweeping, dusting, mopping, vacuuming, and more
- Provided excellent customer service to guests following up on special requests promptly and courteously
- Trained new personnel upon request, delegating work orders, monitoring work activities, conducting performance evaluations, and consulting

01/09 - 05/11 *Store Manager*

American Dollar, Niagara Falls, NY

- Supervised up to 3 employees, training, scheduling, delegating work orders, monitoring all

employee/customer interactions and other work activities, and conducted performance evaluations in retail environment marketing and selling consumer electronics

- Greeted customers, assisted them with their product selections, and resolved issues accordingly
- Assisted with receiving truck shipments and bringing merchandise onto racks and shelves in the sales floor

Education

High School Equivalency (in progress)

Orleans-Niagara BOCES, Niagara Falls, NY