

Resume 664

OBJECTIVE:

To secure a position with your company using my skills and experiences in *Retail, Customer Service, or similar roll.*

SUMMARY OF QUALIFICATIONS:

- Experience in Office work and Housekeeping, assisting customers and offering intelligent solutions customized to individual needs, and resolving issues to their complete satisfaction
- Provides uncompromising highest standards of customer service to both internal and external customers, assisting individuals with their product/service requirements, offering solutions customized to individual needs, and resolving issues to their complete satisfaction
- Experienced using computers, Windows, MS Office (Word, Excel, PowerPoint, and Access), and email
- Empathetic, motivated and passionate about helping others, can adapt to meet needs of clients
- Dedicated employee, detail-oriented, and learns new systems quickly
- Well organized, strong communications, and math skills
- Multi-tasks efficiently, learns new systems quickly, and completes all duties on-time or ahead of deadlines
- Works well independently or in a team environment

PROFESSIONAL EXPERIENCE

08/21 – 10/21

Housekeeper

Microtel, Niagara Falls, NY

- Cleaned rooms, hallways, lobbies, lounges, restrooms, corridors, elevators, stairways, and other work areas so that health standards are met.
- Carried linens, towels, toilet items, and cleaning supplies, using wheeled carts.
- Swept, scrubbed, waxed, or polished floors, using brooms, mops, or powered scrubbing and waxing machines.
- Cleaned rugs, carpets, upholstered furniture, and draperies, using vacuum cleaners and shampooers.
- Cleaned windows, glass partitions, or mirrors, using soapy water or other cleaners, sponges, or squeegees.
- Emptied wastebaskets, empty and clean ashtrays, and transport other trash and waste to disposal areas.
- Disinfected equipment and supplies, using germicides or steam-operated sterilizers.

07/21 – 08/21

Clerical Aide

Spallino Towers, Niagara Falls, NY

- Maintained and updated filing, inventory, mailing, and database systems, either manually or using a computer.
- Answered telephones, direct calls, and take messages.
- Operated office machines, such as photocopiers and scanners, facsimile machines, voice mail systems, and personal computers.
- Compiled, copied, sorted, and filed records of office activities, business transactions, and other activities.
- Posted flyers and posters throughout the building for upcoming events the building was presenting.

07/20 – 09/20

Program Aide

The Connection, Niagara Falls, NY

- Worked in schools and community settings, such as after-school programs, community centers, and residential facilities.
- Answered telephones, direct calls, and take messages.
- Instructed to and trained how to perform various duties in grounds keeping, cleaning, and cooking.
- Planted vegetable gardens and tended plants which produced produce used to make meals.
- Fund raised money in the community to support programs that The Connection offered.

EDUCATION and TRAINING:

High School – Currently Enrolled – Expected Graduation 2024

Niagara Falls High School, Niagara Falls, NY