

# Resume 665

---

## OBJECTIVE

Highly-motivated, dedicated, and results-oriented professional to secure a position with your company in *Customer Service, Retail, or other position as applicable*, utilizing my skills, training, and experience

## SUMMARY OF QUALIFICATIONS

- Over 3 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
- Follows directions precisely and refers to upper management for further direction if necessary
- 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
- Experienced training people for specialized duties, delegating orders, monitoring all work activities for quality, expediency, and safety, conducting performance evaluations, and consulting with appropriate personnel for trainee status/progress reports
- 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
- Cheerful, honest, and conscientious worker, adapts well to any work setting
- Experienced using computers, Windows, MS Office, Internet research, and email
- Works well independently or collaboratively in a team environment

## PROFESSIONAL EXPERIENCE

05/21 – Current *Sales Associate*

Forever 21, Niagara Falls, NY

- Recommended, selected, and helped locate or obtain merchandise based on customer needs.
- Computed sales prices, total purchases, and receive and process cash or credit payment.
- Maintained knowledge of current sales and promotions and policies regarding payment and exchanges.
- Opened and closed cash registers, performing tasks such as counting money, separating charge slips, balancing cash drawers, and making deposits.
- Ticketed, arranged, and displayed merchandise to promote sales.

09/20 – 04/21 *HHA*

Empower, Niagara Falls, NY

- Cared for patients by changing bed linens, washing laundry, cleaning, or assisting with their personal care.
- Provided patients with help moving in and out of beds, baths, or automobiles and with dressing and grooming.
- Planned, purchased, prepared, or served meals to patients or other family members, according to prescribed diets.
- Performed a variety of duties as requested by patients, such as obtaining household supplies or running errands.
- Administered prescribed oral medications, under the direction of physician, and ensure patients took their medicine.
- Accompanied clients to doctors' offices or on other trips outside the home, providing transportation, and assistance.
- Performed housekeeping duties, such as cooking, cleaning, washing clothes or dishes, or running errands.

07/20 – 09/20 *Cook*

Kentucky Fried Chicken, Niagara Falls, NY

- Greeted customers and received their food and beverage orders.
- Assisted customers with their product selections, and served their orders courteously and in a timely manner.
- Prepared a variety of foods, according to customers' orders, following approved procedures.
- Portioned and wrapped the food, or placed it directly on plates for service to patrons.
- Stored food in designated containers and storage areas to prevent spoilage.
- Placed food trays over food warmers for immediate service, or store them in refrigerated storage cabinets.
- Received and stored food supplies, equipment, and utensils in refrigerators, cupboards, and other storage areas.

01/21 – 05/21 ***Houseman***

Red Coach Inn, 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.
- Carried linens, towels, toilet items, and cleaning supplies, using wheeled carts.
- Assigned duties to other staff and give instructions regarding work methods and routines.

## **EDUCATION**

***High School***

Niagara Falls High School, Niagara Falls, NY