

Resume 668

Objective:

Highly motivated and dedicated professional to secure a position with your company utilizing my skills, education and experience as a *Personal Care Aide*, or other position as applicable

Summary of Qualifications:

- Over 15 years' experience in sales and/or providing excellent customer service in the retail, healthcare, youth recreation, and hospitality settings, assisting customers with their product/service selections, offering intelligent solutions customized to individual needs, suggesting additional purchases in alignment with situational circumstances, and resolving all issues to their complete satisfaction
- Over 9 years' experience performing secretarial/administrative support duties
- Over 5 years' experience as an office assistant working in a hospital business office setting in the records-keeping department, ensuring complete and accurate information for all patients' records, discussing confidential information regarding patients with insurance companies, doctors, and more
- Over 4 years' experience as a secretary working in an insurance office processing insurance claims and performing various office duties, resolving various issues such as reporting the status of active claims, etc., and acting as liaison on behalf of the customer, including transferring customers to specialized personnel to handle escalated issues needing further expertise or authority
- Over 5 years' experience operating cash registers and maintains balanced drawers
- Strong communications and problem-solving skills
- Dependable, conscientious, multi-tasks effectively, learns new systems quickly, and completes all projects and assignments on-time or ahead of schedule
- Experienced using computers, Windows, MS Office (Word, Excel, and Power Point), Internet research, and email
- Works well independently or in a team environment

Professional Experience:

08/17 - Present

Personal Care Aide

Venture Forthe, Niagara Falls, NY

- Provides daily living assistance to private, in-home client
- Transports and accompanies client to medical appointments and other errands
- Cooked meals (breakfasts, lunches, and dinners)
- Cleaned house and performed laundry duties

08/15 - 04/16

Cashier / Cafeteria Attendant

Seneca Niagara Casino & Hotel, Niagara Falls, NY

- Attended to various duties as needed in the employee cafeteria such as clearing and cleaning tables, and bringing all trays, dishes, silverware, etc. back to the dishwasher
- Cashed out customers food and beverage orders using credit card readers and cash registers, returning exact change as needed and maintaining balanced drawers

08/12 - 12/14

Cashier

Niagara County Community College (*Student / Faculty Cafeteria*), Niagara Falls, NY

- Set up the beverage counter each morning to ensure sufficient supplies of paper cups and other products for customers
- Cashed-out customers' (students and faculty) meal orders in the cafeteria of the college, accepting student meal cards or cash, returning exact change as needed
- Operated credit card readers and cash registers maintaining balanced drawers
- Kept all kitchen areas neat, clean and sanitized

06/10 - 12/13

Personal Care Aide

Venture Forthe, Niagara Falls, NY

- Provides daily living assistance to private, in-home client
- Transports and accompanies client to medical appointments and other errands
- Cooked meals (breakfasts, lunches, and dinners)
- Cleaned house and performed laundry duties

05/10 - 03/11

Recreational Activities Aide

City Hall, Niagara Falls, NY

- Supervised boys and girls in sports activities and maintained order and safety
- Provided lunches to young boys and girls enrolled in the summer youth program

07/07 - 12/08

Personal Care Aide

Interim Health Care, Niagara Falls, NY

- Provided daily living assistance to private, in-home client
- Cooked meals (breakfasts, lunches, and dinners), cleaned house and performed laundry duties

05/08 - 09/08

Front Desk Information / Customer Service

New York State Park, Niagara Falls, NY

- Answered inbound calls to provide area points-of-interest information to visitors
- Handed out brochures of area information to walk-ins
- Answered various questions from tourists at the Visitor's Center

Education and Training:

Certificate, Microsoft Office Front Desk Specialist, 2010

Niagara County Community College, Sanborn, NY

Liberal Arts and Science (course studies)

New York City Community College, Brooklyn, NY

Diploma

Thomas Jefferson High School, Brooklyn, NY