

# Resume 681

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## OBJECTIVE:

Highly-motivated, well-organized, and results-driven professional to secure a position with your company in *Customer Service, Human Services, or other position as applicable*, utilizing my skills, training, certifications, and experience

## SUMMARY OF QUALIFICATIONS:

- Over 30 years' experience providing uncompromising highest standards of customer service in a variety of settings including human services and hospitality, working with both internal and external customers, determining needs and requirements, assisting individuals with their product/service preferences and selections, offering effective solutions customized to individual needs, and resolving issues to their complete satisfaction
- Establishes rapport with a diverse customer population, forging long-lasting professional relationships, encouraging future business transactions, and loyal referrals
- Empathetic, motivated and passionate about helping others, can adapt to meet needs of clients
- Strong verbal and written communications, mechanically-minded, analytical, and problem-solving skills
- Attention to detail, punctual, and conscientious worker
- Multi-tasks effectively, learns new systems quickly, re-prioritizes production schedules and projects based upon an ever-changing hierarchy of urgencies, and completes all projects ahead of critical deadlines
- Leverages technology to enhance productivity, Windows, MS Office, Internet research, and email
- Works well independently or collaboratively in a team environment

## PROFESSIONAL EXPERIENCE:

12/89 to 05/20      *Purchasing Agent / Administrative Assistant / Direct Care Professional*  
Intandem, Niagara Falls, NY

- Greeted visitors and handled their inquiries or direct them to the appropriate persons according to their needs.
- Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals.
- Set up and managed filing systems, recording information, updating paperwork, or maintaining documents, such as attendance records, correspondence, or other material.
- Prepared purchase orders and send copies to suppliers and to departments originating requests.
- Contacted suppliers to schedule or expedite deliveries and to resolve shortages, missed or late deliveries, and other problems.
- Performed financial calculations, such as amounts due, interest charges, balances, and discounts.
- Debit, credit, and total accounts on computer spreadsheets and databases, using accounting software.
- Maintained registrations on over 100 agency vehicles including processing paperwork with the DMV.
- Filed vehicle and property claims through insurance companies.
- Assisted supervisor in applying for DOT vehicle grants.
- Dispatched and scheduled maintenance calls and vehicle repairs for the 24 locations across Niagara County.
- Maintains individual client files, recording progress/outcomes regarding their work activities, and maintains other required documents as mandated by New York State
- Retains close communications with business owners to convey progress information regarding each project, additionally relating inventory figures, and projected completion timelines
- Maintained accurate documentation / records of services provided and prepares/submits daily reports to upper management
- Instruct or advise residents on issues, such as household cleanliness, utilities, hygiene, nutrition, and medication.
- Assisted residents with mental disabilities/disorders living in a group home setting to provide specialized care, with an overriding focus on their safety and well-being
- Provided guidance and assistance for individuals for their daily care needs including personal hygiene, feeding, etc., and taught/reinforced proper activities of daily living
- Ensured that all residents were taken care of according to their specific plans / treatments
- Kept detailed daily logs of individuals' activities and progress related to their programs
- Acted as liaison on the behalf of residents, in collaboration with medical professionals and residents' family members

## **OTHER EXPERIENCE:**

### ***Waitress***

Perkins / Niagara Falls Air Base, Niagara Falls, NY

- Wrote food orders on order slips, or enter orders into computers for transmittal to kitchen staff.
- Present menus to patrons and answer questions about menu items, making recommendations upon request.
- Served food or beverages and prepared or served specialty dishes at tables as required.
- Prepared tables for meals, including setting up items such as linens, silverware, and glassware.
- Rolled silverware, set up food stations, or set up dining areas to prepare for the next shift or for parties.
- Performed food preparation duties such as preparing salads, appetizers, and cold dishes, portioning desserts, and brewing coffee.
- Assisted host or hostess by answering phones to take reservations or to-go orders, and by greeting, seating, and thanking guests.
- Cleaned tables or counters after patrons have finished dining.

## **EDUCATION, TRAINING, & CERTIFICATIONS:**

### ***High School Diploma***

Tonawanda Senior High School, Tonawanda, NY