

Resume 702

OBJECTIVE

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

SUMMARY OF QUALIFICATIONS

- Over 5 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

06/22 – Pres. *Fry Station / Cashier*

McDonalds, Niagara Falls, NY

- 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 – 06/22 *Cashier*

Dollar General, 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.

04/21 – 02/22 *Stock / Cashier*

Family Dollar, Amherst, NY

- Moved freight and stock to and from storage to sales floor, by hand or using carts or other equipment.
- Attached identifying tags to containers or mark them with identifying information.
- Packed and unpacked items to be stocked on shelves from stockroom and warehouse.
- Compared merchandise invoices to items actually received to ensure that shipments are correct.
- Set up advertising signs and displays of merchandise on shelves, or counters to attract customers and promote sales.
- Recommended and helped locate or obtain merchandise based on customer needs.

EDUCATION

High School Diploma

Niagara Falls High School, Niagara Falls, NY