

Resume 704

OBJECTIVE:

To secure a position with your company using my skills and experiences in *Custodial, Food Prep, or Housekeeping* utilizing my skills, training and experience.

SUMMARY OF QUALIFICATIONS:

- Over 5 years' experience in providing uncompromising highest standards of customer service in a variety of settings, including debt recovery, call center, and hospitality industries, assisting customers with their product/service requirements and selections, offering intelligent solutions customized to individual needs, negotiating terms, securing agreements and deposits, and resolving issues to their complete satisfaction
- Establishes rapport quickly with a diverse customer population, recognized for personal and professional integrity, cultivating and maintaining positive interpersonal relationships, and collaborating to develop mutually beneficial solutions through interactions with teams, managers, and customers
- 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), Internet research, 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
- Working knowledge of accounting practices and procedures

PROFESSIONAL EXPERIENCE

02/15 – 03/16

Inventory / Stocker

Goodwill, St. Paul, MN

- 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, counters, or tables to attract customers and promote sales.
- Recommended and helped locate or obtain merchandise based on customer needs.

03/13 – 01/15

Dishwasher/Kitchen Helper

Bell Hill Recovery Center, Wadena, MN

- Washed dishes, glassware, flatware, pots, or pans, using dishwashers.
- Maintained kitchen work areas, equipment, or utensils in clean and orderly condition.
- Stocked supplies, such as food or utensils, in serving stations, cupboards, refrigerators, or salad bars.
- Sorted and removed trash, placing it in designated pickup areas.
- Cleaned and polished counters, shelves, walls, furniture, or equipment in food service areas or other areas of restaurant and mop or vacuum floors.

EDUCATION and TRAINING:

High School Equivalency

Niagara Falls High School, Niagara Falls, NY