

# RESUME 714

---

## OBJECTIVE:

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

## SUMMARY OF QUALIFICATIONS:

- Over 3 years' in various sales and providing uncompromising highest standards of customer service in retail, financial services, hospitality, call center, and healthcare, assisting customers with their product/service selections, offering intelligent solutions/options customized to individual needs, and resolving issues to their complete satisfaction
- Approximately 1 year in a managerial role in the retail industry, supervising up to 4 cashiers ensuring accuracy and directing them in rotation for breaks, and proficient with some workforce development, including training, delegating assignments, monitoring all work activities for quality, expediency, and proper employee/customer interactions, conducting performance evaluations, and consulting with upper management for employee status/progress reports
- Over 1 year experience as a PCA, providing acute patient care services in homecare settings and fully compliant with all HIPAA laws and regulations
- Approximately 2 years 'experience as a cashier, operating credit card readers and cash registers, accurately cashing-out customers' orders, returning exact change, and maintaining balanced drawers
- Strong communications, math, analytical, and problem-solving skills
- Leverages technology to enhance productivity, Windows, MS Office, word processing, data entry, Internet research, email, and types 40+ WPM
- Multi-tasks efficiently, learns new systems quickly, and completes all assignments on time or ahead of schedule
- Works well independently or in a team environment

## PROFESSIONAL EXPERIENCE:

### 11/21 – 03/22 *Contact Tracing*

Staffing Solutions Organization, Albany, NY

- Field incoming application-specific questions, concerns, and break-fix related incidents
- Conduct telephone calls with persons diagnosed with COVID-19 to complete case interviews, elicit and trace contacts exposed to COVID-19.
- Provide follow-up instructions to cases and to contacts related to isolation/quarantine, symptom monitoring and assess the need for medical care and supportive services

### 12/18 – 01/22 *Certified Nursing Assistant (CNA)*

Our Lady of Peace, Lewiston, NY

- Provide assistance with the daily care of residents, to include assisting with eating meals, activities, bed time routines and the distribution of medicine in appropriate dosages and schedules.
- Keep daily logs of activities, medicines, and incidents when necessary for upper management.

### 01/18 – 06/18 *Customer Service Representative*

ASM Research, Niagara Falls, NY

- Assist students and their parents navigating through the federal student loan application process.
- Problem solved customer issues, providing a well versed and knowledgeable solution.

### 12/16 - 09/17 *Customer Service Representative (Seasonal)*

12/15 - 03/16 Conduent / Xerox, Niagara Falls, NY

- Assisted schools, borrowers and third parties with inquiries related to William D. Stafford college loans, disbursements, originations, loan payments, etc., by telephone and e-mail; proficient with the COD system, and Title IV regulations governing financial aid
- Provided parties with assistance in completing required legal, electronic and paper forms such as the FAFSA, MPN, Entrance Counseling, and other forms
- Resolved issues of a confidential and sensitive nature
- Rehired by the company which reorganized under the name Conduent based upon a solid history of strong work ethic, industry knowledge, customer relationship building, expertise, and other performance metrics

02/12 - 07/15 ***Front Desk Specialist / Customer Service Representative***

Seneca Niagara Casino & Hotel, Niagara Falls, NY

- Greeted guests and facilitated check-in's and check-out's for individuals entering and leaving the hotel
- Answered phone calls for prospective guests and assisted them for room reservations
- Entered guest information into the hotel's computer database
- Informed/educated guests regarding hotel orientation, local attractions, points of interest, and gave directions accordingly
- Received and processed hotel guests' payments
- Informed, directed, and/or supervised other hotel personnel pertaining to guest requests and other duties as delegated

07/11 - 01/12 ***Customer Service / Cashier***

KMart, Niagara Falls, NY

- Assisted customers with their exchanges, returns, and refunds
- Supervised up to 4 cashiers, monitoring their work activities, and making sure their drawers were balanced.

06/10-03/11 ***Housekeeping***

Howard Johnson, Niagara Falls, NY

- Cleaned up to 12 rooms per shift; vacuumed carpets, cleaned and sanitized bathrooms, made beds, replaced amenities, and emptied waste receptacles
- Made sure that guests had everything they needed

**EDUCATION**

***Diploma, 2009***

Niagara Falls High School, Niagara Falls, NY