

Resume 724

Objective

To secure an entry-level position with your company utilizing my skills and experience in a **Production / Warehouse** setting

Summary of Qualifications

- Familiar with duties associated with various Production/Warehouse positions
- Experienced performing shipping and receiving duties in a retail setting including inventory control using barcode scanners and loading/unloading trucks
- Trained in OSHA for compliance with all safety rules and regulations
- Follows management directions precisely
- Over 10 years' experience in sales and customer service in retail, call center, and human services, assisting customers with their product/service selections, providing intelligent solutions and options for a wide range of customers depending on their specific needs, negotiating pricing and terms, and resolving issues to their complete satisfaction
- Experienced using computers, Windows, MS Office, Internet research, and email; types 40+WPM
- Strong communications, math, analytical, and problem-solving skills
- Multi-tasks effectively, learns new systems quickly, and completes all projects on-time or ahead of schedule
- Works well independently or collaboratively in a team environment

Professional Experience

02/13 – 05/14 **Direct Care Aide**

Niagara Cerebral Palsy, Niagara Falls, NY

- Works with physically and developmentally challenged individuals, up to 10 clients, mainly confined to wheelchairs, in a group home setting and assists/trains them towards becoming more self-sufficient / independent
- Teaches daily living skills and hygiene to all clients each day
- Prepares meals, and guides individuals into better nutrition to improve overall health
- Transports clients as needed to medical and other significant appointments

11/13 – 01/14 **Sales Associate**

07/11 – 07/12 Foot Locker, Niagara Falls, NY

- Assisted customers with their product selections of clothes, shoes, and accessories
- Greeted customers and cashed-out their merchandise using credit card readers and cash registers, maintaining balanced drawers
- Organized merchandise on shelves and racks and restocked items as needed
- Received merchandise in the warehouse & assisted bringing items to the sales floor accordingly

07/12 – 11/12 **Direct Care Aide**

Niagara Cerebral Palsy, Niagara Falls, NY

- Provided guidance regarding financial aid to prospective college students and assisted with completion of applications over the phone
- Provided information regarding William D. Ford Stafford Subsidized and Unsubsidized loans
- Ensured superior customer experience by addressing customer concerns, demonstrating empathy, and resolving problems on the spot
- Directed calls to appropriate individuals and departments

Education and Training

Liberal Arts & Science (*course studies*)

Niagara County Community College, Sanborn, NY

Fashion / Merchandising (*course studies*)

Genesee Community College, Batavia, NY

Regents Diploma

Niagara Falls High School, Niagara Falls, NY