

Resume 1013

OBJECTIVE:

Highly motivated, dedicated, and results-driven professional to secure a position with your company or organization, utilizing my extensive skills, training, expertise, and experience

SUMMARY OF QUALIFICATION:

- Experience providing professional and courteous service, efficiently checking in clients, including probationers, in high-volume settings.
- Skilled in processing payments, preparing accurate nightly deposits, and maintaining detailed financial records with a focus on accuracy and compliance.
- Strong organizational skills with experience in filing, faxing, scanning, and managing sensitive documents while ensuring confidentiality.
- Experience in several production settings, working in various capacities throughout customer facing businesses, and consistently meeting and/or surpassing all daily quotas and objectives
- Some experience training new personnel, delegating work orders, monitoring all work activities and employee interactions, conducting performance evaluations, and consulting with upper management for employee progress / status reports
- Strong problem-solving skills often in a fast paced, high-pressure environment
- Excellent communication skills and experienced resolving residents' issues
- Multi-tasks effectively, learns new systems quickly, and completes all projects on or ahead of schedule

PROFESSIONAL EXPERIENCE:

08/2024 – 07/2025 **Clerical I**

Niagara County Dept. of Probation, Niagara Falls, NY

- Greet and check in clients, ensuring accurate documentation and a professional first point of contact.
- Process payments, maintained accurate financial records, and prepared nightly deposits with attention to detail.
- Answer and transfer incoming phone calls promptly, addressing inquiries and directing calls to appropriate staff.
- Manage filing systems, ensuring organized and accessible records in compliance with office protocols.
- Handle faxing and scanning of sensitive documents, maintaining confidentiality and accuracy.
- Collaborate with team members to support daily operations, including scheduling and data entry.

01/2023 – 11/2023 **Head Cook**

Congregation of the Sisters of St. Joseph of Buffalo, Clarence, NY

- Oversaw the daily operations of the kitchen, managing a team of culinary professionals.
- Implemented cost control measures, optimizing ingredient usage and minimizing waste.
- Led kitchen staff in maintaining a clean and organized work environment, adhering to safety and sanitation standards.
- Collaborated with management to plan and execute special events, resulting in increased customer satisfaction.

07/2022 – 12/2022 **Key Holder**

Salvation Army, North Tonawanda, NY

- Responsible for opening and closing the store, including handling alarm systems and ensuring security protocols.
- Demonstrated strong leadership by overseeing and training a team of sales associates.
- Assisted in inventory management, including restocking shelves and conducting regular stock checks.
- Provided excellent customer service, addressing inquiries and resolving issues to enhance customer satisfaction.
- Conducted cash handling duties, including opening and closing cash registers and performing cash reconciliations.

05/2021 – 11/2021 **Customer Service Agent / Ticket Agent**

Winner Aviation (Allegiant Airlines), Niagara Falls, NY

- Processed ticket sales, reservations, and changes with a high level of accuracy.
- Provided exceptional customer service by addressing inquiries, resolving issues, and ensuring a positive travel experience.
- Conducted check-in procedures, including verifying identification and processing baggage.
- Collaborated with other airline departments to manage flight schedules and ensure on-time departures.
- Maintained up-to-date knowledge of airline policies, procedures, and industry regulations.

07/2019 – 05/2020 **Teller**

M&T Bank, North Tonawanda, NY

- Conducted accurate and efficient cash transactions, including deposits, withdrawals, and transfers.
- Provided exceptional customer service, addressing inquiries, resolving issues, and promoting banking products.
- Balanced cash drawers daily, ensuring accuracy and adherence to bank policies.
- Processed and verified customer account information for various transactions.
- Promoted and cross-sold banking products and services to meet customer needs.

11/2017 – 02/2019

Office Manager

Life Storage, Amherst, NY

- Managed day-to-day office operations, overseeing administrative tasks and ensuring efficient customer service.
- Coordinated the leasing and rental of storage units, maintaining accurate records of occupancy and transactions.
- Responded to customer inquiries, provided information on storage options, and facilitated unit tours.
- Developed and maintained positive customer relationships, addressing concerns and resolving issues promptly.
- Conducted regular facility inspections, ensuring cleanliness, safety, and security standards were met.

EDUCATION:

Paralegal Degree (In Process)

Bryant & Stratton, Getzville, NY

High School Diploma

Lockport High School, Lockport, NY