

Resume 1014

OBJECTIVE:

Highly motivated, detail-oriented, and dependable professional looking to secure a position *in Customer Service, either in Retail and Sales, Food Service, or Production* by utilizing my knowledge, training, and experience

SUMMARY OF QUALIFICATIONS:

- Over 15 years' experience providing uncompromising highest standards of customer service in a several settings including, retail, food service and school settings, assisting customers/students with their selections, offering intelligent solutions customized to individual needs, and resolving issues to their complete satisfaction
- Approximately 3 years' combined experience preparing and cooking breakfasts, lunches, and dinners and proficient with a variety of cuisines and more, and versatile and efficient in cafeteria-style settings
- Experienced using all kitchen equipment, tools, ovens, warmers, broilers, and grill tops, deep fryers, etc.
- Uses warmers and sets up and breaks down steam tables for buffet-style dining
- Experienced training new personnel upon supervisor requests, delegating work orders, monitoring all work progress for quality, expediency, and proper employee/customer interactions, conducting performance evaluations, and consulting with upper management for employee progress/status reports
- Strong communications, problem-solving skills, willingness and desire to learn new trades
- Operates POS systems, and cash registers, cashing-out customers' orders, and maintaining balanced drawers
- Multi-tasks efficiently, learns new systems quickly, and completes assignments on time or ahead of schedule

PROFESSIONAL EXPERIENCE:

12/2020 – 10/2025 ***Production***

Albie's, Sanborn, NY

- Assisted in the preparation and assembly of pizza logs on a fast-paced production line.
- Operated production equipment according to company guidelines and safety procedures.
- Maintained cleanliness and organization of workstations to meet food safety standards.
- Conducted quality checks to ensure products met size, weight, and appearance specifications.

09/2017 – 03/2020 ***House Cleaner***

Maid Brigade, Niagara Falls, NY

- Performed detailed cleaning of residential homes including kitchens, bathrooms, living areas, and bedrooms.
- Followed company cleaning procedures and safety standards to ensure high-quality service.
- Managed time efficiently to complete assigned homes within scheduled time frames.
- Used approved cleaning products and equipment to maintain a safe and healthy environment for clients.

12/2012 – 06/2017 ***Team Leader***

Personal Touch Food Service, Lewiston, NY

- Assists kitchen staff as needed or directed, preparing and cooking hamburgers, hot dogs, pizza, etc.
- Greets students and assists them with their breakfast, lunch and orders accordingly
- Cashes-out students' food and beverage orders using POS systems, and cash registers, returning exact change, and maintaining balanced drawers

11/2008 – 12/2010 ***Cashier***

Sodexo, Lewiston, NY

- Cashes-out students' food and beverage orders using POS systems,
- Keeps all kitchen and cashier stations clean and sanitized
- Prepped food such vegetables, fruits, frozen items for cooks to use
- and cash registers, returning exact change, and maintaining balanced drawers

10/2007 – 11/2008 ***Kitchen Manager***

Sisters of St. Francis, Stella Niagara, Lewiston, NY

- Prepared meals for the nuns and staff including breakfast, lunch, and dinner entries
- Responsible for stocking produce in designated coolers or cabinets
- Washed dishes and flatware and returned them to proper drawers and cabinets

EDUCATION:

HSE Diploma

Niagara Falls High School, Niagara Falls., NY