Resume 1037

OBJECTIVE

Highly motivated, well-organized, and results-driven professional to secure a position with your company utilizing my skills, training, education, and experience

SUMMARY OF QUALIFICATIONS

- Experience in providing uncompromising highest standards of customer service in restaurant and hospitality settings, assisting customers with their product/service requirements, requests, and selections, providing intelligent solutions/options customized to individual needs, negotiating pricing and terms, and resolving customer issues to their complete satisfaction
- Establishes rapport quickly with a diverse population, forging and developing strong, long-lasting business relationships
- Strong communications, analytical, math, and problem-solving skills
- Multi-tasks efficiently, learns new systems quickly, and completes all projects/assignments ahead of critical deadlines
- Experienced using computers, Windows, MS Office, Internet research, and email
- Works well independently or collaboratively in a team environment

PROFESSIONAL EXPERIENCE

2025 – 2025 ***Casher/Stockperson***
Tops, Niagara Falls, NY

- Cashier duties such as interacting with customers, balancing the cash register, determining change, recording purchases, processing returns and scanning items for sale.
- Stockperson duties include counting inventory, adding price tags to items, sorting and stocking products on shelves and in the backroom.

2022 – 2024 ***Cleaner***
Personal Professional Cleaning Services, Fort Lauderdale, FL

- Performed comprehensive cleaning and sanitizing tasks across designated areas, including floors, bathrooms, kitchens, and common spaces, ensuring all spaces meet or exceed cleanliness standards.
- Utilized appropriate cleaning products and equipment effectively and safely, maintaining the correct usage and storage of all supplies in compliance with safety protocols.
- Disposed of waste & recyclables daily, managing supplies to ensure fully stocked & functional restrooms & workspaces.
- Followed daily schedules and prioritize tasks efficiently to complete all cleaning assignments within expected timeframes, consistently receiving positive feedback for attention to detail.

2022 – 2022 ***Waitress***
One Flew South, Atlanta, GA

- Provided attentive service to guests by taking orders, delivering food and beverages, and addressing special requests promptly to enhance the overall dining experience.
- Effectively managed multiple tables during peak hours, ensuring timely service and accuracy in orders, contributing to high customer satisfaction.
- Maintained a clean and organized dining area, assisting in setup and closing procedures to create a welcoming and efficient environment.
- Upsold menu items & daily specials, increasing revenue while providing guests with options tailored to their preferences.

2022 – 2022 ***Waitress***
TGIFriday's, Atlanta, GA

- Welcomed and seated guests, ensuring they felt comfortable and attended to promptly; handled large parties and special events with precision and attention to detail.
- Coordinated with kitchen and bar staff to fulfill customer orders accurately and efficiently, reducing wait times and enhancing customer experience.
- Processed payments and balanced cash drawer at the end of each shift, maintaining accuracy and accountability in all transactions.
- Consistently received positive feedback from customers and management for friendly service and quick response to guest needs.

2011 – 2022 ***Domestic Engineer***
Self Employed, Niagara Falls, NY

- Oversaw day-to-day operations of the household, including cleaning, laundry, organizing, and maintaining a safe, comfortable living space. Manage household inventory, including supplies and groceries, to ensure that all essentials are stocked while staying within budget.
- Planned and managed the household budget, tracking all expenses to prioritize cost-saving measures. Responsible for making purchasing decisions, negotiating with service providers, and finding the best prices to maximize resources.
- Respond to unexpected changes or issues with creative solutions and adaptability, ensuring minimal disruption to family routines and maintaining a positive, organized home environment.
- Managed and maintained a detailed family calendar, scheduling appointments, extracurricular activities, and household maintenance services to ensure smooth daily operations and timely completion of tasks.

2006 – 2011 ***Waitress***
Zebb's Bar & Grill, Amherst, NY

- Served as part of a close-knit team in a high-volume restaurant, maintaining composure under pressure while meeting the demands of multiple tables.
- Followed health and safety standards rigorously, ensuring a safe and clean environment for guests and colleagues alike.
- Developed strong communication skills by working closely with colleagues to deliver seamless service, especially during peak dining hours.
- Regularly recognized for providing outstanding service, often requested by returning customers for attentive and personable dining experiences.

1999 – 2001 ***Hostess / Waitress***
Xian Restaurant, Beverly Hills, CA

- Delivered excellent customer service in a fine dining setting, ensuring attention to detail with each order and presentation to meet the restaurant's standards.
- Built rapport with customers, fostering a welcoming atmosphere and encouraging repeat visits and positive reviews.
- Trained new waitstaff on best practices for table service, customer interactions, and restaurant protocols, contributing to a cohesive and efficient team.
- Contributed to a positive dining experience by consistently meeting or exceeding guest expectations, improving customer retention and satisfaction.

EDUCATION

Practical nursing Diploma
SUNY Niagara, Sanborn, NY

Social Sciences & Liberal Arts Diploma
SUNY Niagara, Sanborn, NY