

Resume 939

SUMMARY OF QUALIFICATIONS:

- Over 2 years' experience as a commercial cleaner in the environmental services industry performing a wide range of duties for a large casino and hotel resort, maintaining cleanliness throughout the facility, predominantly in common areas, making regular rounds as scheduled or on-call, responding to emergency cleanup projects or other requests, meeting and/or exceeding all corporate expectations
- Over 6 years' experience providing excellent customer service in hospitality, restaurant, and convenient store settings, assisting customers with their product/service selections, offering intelligent solutions customized to individual needs, and resolving issues to their complete satisfaction in a timely manner
- Over 3 years' experience as cashier, operating credit card readers, POS systems, and cash registers, cashing-out customers' orders, returning exact change as needed, and maintaining balanced drawers
- Over 2 years' experienced performing dishwashing duties keeping kitchen and serving staffs constantly supplied with clean pots, pans, plates, cups, silverware, etc.
- Over 1 year experience as a Public Attendant cleaner for a casino with an adjoining hotel, ensuring that debris was removed from common areas, and also cleaned bathrooms, replacing soaps and paper goods
- Experienced with full compliance to all OSHA safety rules and regulations
- Operates floor auto-scrubbers, buffers, and waxers to maintain floors in near-original condition
- Experienced training new personnel as requested by supervisors, delegating work orders to gauge comprehension of job duties, monitoring all work activities for quality, expediency, and safety, conducting performance evaluations, and consulting with upper management for employee status/progress reports
- Possesses strong organizational, communications, mechanically-minded, analytical, and problem-solving skills
- Interacts with personnel and the public on a professional and courteous level
- Multi-tasks effectively, learns new systems quickly, and completes all projects on-time or ahead of schedule

PROFESSIONAL EXPERIENCE:

02/2023 – 08/2024

Dishwasher

Hard Rock Cafe, Niagara Falls, NY

- Operated and maintained industrial dishwashers, ensuring all dishes, glassware, and kitchen utensils were thoroughly cleaned and sanitized.
- Hand-washed delicate items to prevent damage and adhered to food safety and sanitation guidelines.
- Managed trash disposal and recycling to maintain a clean and safe kitchen environment.
- Assisted with general kitchen cleaning duties, including mopping floors, cleaning equipment, and restocking supplies.
- Supported chefs and line cooks by organizing clean kitchen tools and utensils promptly during peak hours.

06/2022 – 02/2023

Maintenance

McDonald's, Niagara Falls, NY

- Maintain clean and orderly checkout areas, and complete other general cleaning duties, such as mopping floors and emptying trash cans.
- Followed procedures to use chemical cleaners and power equipment to prevent damage to floors and fixtures.
- Clean guest areas including dining rooms, restrooms, and outdoor spaces.
- Maintain cooking equipment such as cleaning and emptying the fryer and sanitizing cook tops.
- Clean, stock, and restock workstations and display cases.

10/2018 – 03/2022

Customer Service

Tim Horton's, Niagara Falls, NY

- Greeted customers and received their food and beverage orders.
- Assisted customers with their product selections, and served their orders courteously and in a timely manner.
- Operated credit card machines and cash registers, returning change as needed, and maintaining balanced drawers.
- Kept all kitchen and dining room areas clean and sanitized.
- Set up dining areas for meals and clear them following meals.
- Maintained sanitation, health, and safety standards in work areas.

02/2018 – 06/2018

Dishwasher

Rainforest Cafe, Niagara Falls, NY

- Washed dishes, glassware, flatware, pots, or pans, using dishwashers.
- Maintained kitchen work areas, equipment, or utensils in clean and orderly condition.
- Stocked supplies, such as food or utensils, in serving stations, cupboards, refrigerators, or salad bars.
- Sorted and removed trash, placing it in designated pickup areas.

- Cleaned and polished counters, shelves, walls, furniture, or equipment in food service areas or other areas of restaurant and mop or vacuum floors.

05/2017 – 12/2017 ***Store Associate / Cashier / Overnight Stock***

7-Eleven, Niagara Falls, NY

- Greeted customers and cashed-out their purchases using credit card readers and cash registers, maintaining balanced drawers, and completed overnight shift duties as directed or necessary
- Operated Lotto machine
- Received supply shipments and restocked shelves with merchandise and food
- Performed a wide range of inventory control duties utilizing handheld barcode scanners, and reporting deficiencies and surpluses to upper management as needed
- Operated the coffee makers and brewed coffee throughout the shift

01/2016 - 02/2017 ***Public Area Attendant***

Seneca Niagara Resort & Casino, Niagara Falls, NY

- Maintained cleanliness throughout both the casino and the hotel
- Cleaned and disinfected bathrooms, replacing soaps and paper goods
- Removed trash from waste baskets and other receptacles including recyclable containers
- Cleaned and disinfected slot machines and other gaming machines
- Re-supplied cleaning cart with supplies, as needed
- Trained new personnel as requested, delegating orders/assignments, conducting performance evaluations, re-training if necessary, and consulting with upper management regarding employee status/progress

06/2015 - 10/2015 ***Dining Room Attendant***

Seneca Niagara Resort & Casino, Niagara Falls, NY

- Cleaned and restocked the salad bar with selections
- Kept all dining room areas clean and organized
- Ensured that all food was held at proper temperatures per health department regulations
- Assisted the kitchen staff as directed or necessary for various food preparation duties

02/2014 - 11/2014 ***Store Associate / Customer Service***

Tim Horton's, Niagara Falls, NY

- Greeted customers and received their food and beverage orders
- Served customers' orders in a timely manner
- Brewed tea and coffee, made sandwiches and other menu items as per customers' requests
- Responsible for producing baked goods including bagels, cookies, croissants, Danishes, biscuits, breads, and breakfast foods
- Cashed-out customers using credit card readers and cash registers, maintaining balanced drawers
- Washed dishes and silverware keeping a clean supply for all crew members
- Swept, mopped, and sanitized all kitchen areas

EDUCATION AND ACHIEVEMENTS:

Automotive Technology and Repair Certificate

Orleans-Niagara BOCES, Sanborn, NY

High School Diploma

Niagara Falls High School, Niagara Falls, NY