

Resume 969

OBJECTIVE:

Highly motivated, dedicated, and results-oriented professional seeking to secure a position with your company utilizing my skills, training, and experience

SKILLS SUMMARY:

- Provides uncompromising highest standards of customer service to both internal and external customers, assisting individuals with their product/service requirements, offering solutions customized to individual needs, and resolving issues to their complete satisfaction
- Establishes rapport quickly with a diverse population and familiar with the necessary elements required to build strong business relationships
- Proficient in operating point-of-sale systems and processing transactions accurately, including cash, credit, and returns, while ensuring quick and professional service during high-traffic periods.
- Skilled in merchandising and sales floor maintenance, consistently organizing displays, restocking inventory, and adhering to visual standards to create an inviting shopping experience.
- Strong team player with a proven ability to collaborate on floor sets, promotions, and inventory tasks, contributing to efficient store operations and meeting daily sales goals.
- Empathetic, motivated and passionate about helping others, can adapt to meet needs of clients
- Outstanding organizational and multitasking abilities in a fast-paced environment
- Works well independently or collaboratively in a team environment

EMPLOYMENT:

05/2020 – 11/2021 **Team Member**

Burger King, Niagara Falls, NY

- Delivered exceptional customer service, achieving a high satisfaction rate based on customer feedback surveys.
- Operated cash register, handling daily transactions with accuracy.
- Prepared food items following Burger King's standardized recipes, ensuring compliance with food safety guidelines.
- Trained new team members, improving team efficiency during peak hours.
- Maintained clean and organized workstations, reducing health code violations during inspections.
- Upsold menu items, increasing daily sales through suggestive selling techniques.

05/2020 – 11/2021 **Cashier**

Tops Friendly Markets, Niagara Falls, NY

- Processed customer transactions with a high accuracy rate on a high-volume POS system.
- Provided exceptional customer service, earning a high positive feedback score in customer surveys.
- Assisted with restocking shelves and organizing front-end displays, improving product accessibility.
- Balanced cash drawers with zero discrepancies, handling many daily transactions.
- Resolved customer inquiries and complaints, achieving a high satisfaction rate for issue resolution.
- Collaborated with team to maintain clean and organized checkout areas, ensuring compliance with store standards.

03/2018 – 08/2019 **PCA**

Venture Forthe, Niagara Falls, NY

- Provided personalized care to clients daily, assisting with bathing, dressing, and mobility, resulting in a high client satisfaction score based on family feedback.
- Administered medication reminders and documented care activities, ensuring compliance with care plans and state regulations.
- Supported clients with safe transfers and mobility exercises, improving client independence.
- Performed light housekeeping tasks, including laundry and cleaning, maintaining a safe and comfortable environment.
- Built strong relationships with clients and families, fostering trust and open communication.

EDUCATION:

High School

60th Street School, Niagara Falls, NY