

Resume 974

OBJECTIVE:

Highly motivated, knowledgeable, and results driven professional to secure a position with your company utilizing my skills, knowledge and experience.

SUMMARY OF QUALIFICATIONS:

- Experience in sales and providing uncompromising highest standards of customer service in a variety of settings, including restaurant and hospitality industries, assisting customers with their product/service requirements and selections, offering intelligent solutions customized to individual needs, negotiating terms, securing agreements and deposits, and resolving issues to their complete satisfaction
- Establishes rapport quickly with a diverse customer population, recognized for personal and professional integrity, cultivating and maintaining positive interpersonal relationships, and collaborating to develop mutually beneficial solutions through interactions with teams, managers, and customers
- Strong communications, math, analytical, and problem-solving skills
- Excellent time management skills, note taking and documentation along with completing projects ahead of schedule
- Empathetic, motivated and passionate about helping others, can adapt to meet needs of clients
- Dedicated employee, detail-oriented, and learns new systems quickly
- Multi-tasks well in a fast-paced environment, well-developed organizational skills, and possesses an eye for detail
- Experienced using computers, Windows, MS Office, proprietary software
- Languages: Fluent in English and Spanish (written & verbal).

PROFESSIONAL EXPERIENCE:

09/2024 – 12/2024 **Server / Barista**

Courtyard Hotel, Niagara Falls, NY

- Provided exceptional food and beverage service in a high-volume hotel restaurant, ensuring Courtyard by Marriott's service standards were met for every guest interaction.
- Expertly prepared specialty coffee drinks, cocktails, and non-alcoholic beverages, maintaining consistency in taste and presentation while adhering to recipe guidelines and brand standards.
- Maintained a clean and organized workspace, including the coffee bar, dining area, and service stations, while strictly following health, safety, and sanitation protocols.
- Collaborated with kitchen and front-of-house staff to ensure timely order fulfillment, resolve guest concerns, and maintain a seamless dining experience.

07/2020 – 10/2020 **Dietary**

Niagara Falls Memorial Medical Center, Niagara Falls, NY

- Prepared and delivered patient meals per shift according to prescribed physician-ordered diets, ensuring accuracy for patients with restrictions (e.g., low-sodium).
- Followed strict infection control protocols, sanitizing workstations, utensils, and equipment to meet NYSDOH and Joint Commission standards.
- Collaborated with dietitians and nurses to update patient meal plans, accommodating last-minute changes or allergies.
- Operated industrial dishwashers and maintained clean and organized kitchen and storage areas, reducing cross-contamination risks.

EDUCATION & TRAINING:

Medical Assistant, Phlebotomy Technician, Electrocardiograph Technician Certifications
American Association of Health Technicians, Online

Medical Office Assistant / EMR
Florida Health Institute, Fort Lauderdale, FL

Sterile Processing Technician Certification
SUNY Niagara, Sanborn, NY

Masters in Neurosurgery
Hospital University of Caracas, Caracas, Venezuela