

# Resume 975

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## 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 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

## PROFESSIONAL EXPERIENCE

11/1990 – 09/1995 ***Painter / Cleaner***

Elmwood Heights, Buffalo, NY

- Perform thorough cleaning of apartment units, hallways, and common areas, maintaining high standards of cleanliness for units.
- Prepare vacant apartments for move-ins by deep cleaning carpets, appliances, and bathroom fixtures, achieving tenant satisfaction
- Implemented a feedback system that improved customer satisfaction through addressing resident cleaning concerns promptly
- Safely handle cleaning chemicals and maintain inventory, reducing supply waste.

05/1990 – 09/1990 ***Salad Bar / Dishwasher***

John's Flaming Hearth, Niagara Falls, NY

- Loaded and unloaded dishwashing machines, arranging items for thorough cleaning and sanitization.
- Hand-washed delicate items and kitchen tools, paying close attention to detail to avoid damage.
- Prepared and maintained salad bar with fresh vegetables, toppings, and dressings, serving customers daily
- Monitored salad bar inventory, reducing food waste through proper portion control and rotation
- Swept and mopped kitchen floors, emptied trash bins, and sanitized work surfaces to maintain cleanliness.
- Assisted in receiving and storing food deliveries, following proper storage and handling procedures.
- Communicated effectively with kitchen staff and management to support teamwork and efficient operations.

05/1985 – 09/1985 ***Hair Dresser***

Super Cuts, Kenmore, NY

- Provided a range of hair services, including precision cuts, coloring, and styling, serving clients daily in a high-volume salon
- Conducted client consultations to assess hair needs and recommend styles, increasing customer satisfaction through personalized service
- Maintained a clean and sanitized workstation, adhering to Michigan cosmetology board regulations
- Promoted and sell salon products, contributing to an increase in retail sales
- Trained new stylists on salon protocols and cutting techniques, improving team efficiency

## EDUCATION/AWARDS

***Cosmetology Certification***

Continental School of Beauty, West Seneca, NY