

Resume 984

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
- Strong communications, detail-oriented, with analytical and problem-solving skills
- Empathetic, motivated and passionate about helping others, can adapt to meet needs of clients
- Outstanding organizational and multitasking abilities in a fast-paced environment
- Multi-tasks efficiently, learns new systems quickly, and completes all projects on or ahead of critical deadlines
- Works well independently or collaboratively in a team environment

EMPLOYMENT:

10/2022 – 12/2022 **Seasonal Sales Associate**

H&M, Niagara Falls, NY

- Assisted customers with product selection, sizing, and styling, enhancing customer satisfaction and boosting sales.
- Processed cash and credit card using POS systems, ensuring 100% accuracy in cash drawer reconciliation.
- Maintained organized and visually appealing sales floor, restocking merchandise and creating displays.
- Addressed customer inquiries and resolved issues promptly, achieving a positive feedback rate on service surveys.

04/2022 – 07/2022 **Mobile Expert**

OSL Retail Services, Inc., Niagara Falls, NY

- Assisted customers with phone issues, including troubleshooting hardware and software problems.
- Unlocked devices for customers, ensuring compliance with carrier policies & completing unlocks with accuracy.
- Set up smartphones and tablets, configuring apps, and settings to meet customer needs, reducing setup time.
- Answered customer questions on features, plans, and accessories, providing explanations and upselling products.

09/2021 – 11/2021 **Sales Associate**

Ardene, Niagara Falls, NY

- Folded & arranged clothing, ensuring neat & visually appealing presentations that aligned with brand standards.
- Organized accessories, maintaining tidy displays and boosting accessory sales through strategic placement.
- Processed shipments, unpacking and sorting items, ensuring accurate inventory updates and timely restocking.
- Performed daily cleaning tasks and organizing fitting rooms, contributing to a welcoming store environment.

04/2021 – 09/2021 **Sales Associate**

Crocs, Niagara Falls, NY

- Assisted customers in selecting proper shoes, providing fitting advice resulting in an increase in customer satisfaction.
- Awarded Employee of the Month for outstanding customer service, sales performance, and teamwork.
- Led store in securing the Most Donations for the Month, collecting customer contributions for charities.
- Processed transactions using POS systems, handling cash and credit with accuracy across daily transactions.

12/2020 – 04/2021 **Receptionist / Office Assistant**

Jackson Hewitt, Niagara Falls, NY

- Answered and directed phone calls, addressing client inquiries and routing calls to tax professionals, ensuring prompt service in a high-volume setting.
- Checked in clients, verifying appointments and preparing forms, enhancing client flow and reducing wait times.
- Scheduled appointments for tax preparers, minimizing conflicts and optimizing office efficiency.
- Printed and organized papers/documents, ensuring accuracy and compliance with confidentiality standards.

08/2018 – 06/2019 ***Cashier / Front End***

Target, Niagara Falls, NY

- Processed transactions for customers, handling cash and credit payments with high accuracy using POS systems.
- Efficiently returned reshop items to their proper locations, organizing items to maintain a tidy and stocked sales floor.
- Provided exceptional customer service, addressing inquiries and resolving issues promptly.
- Maintained a clean and organized checkout area, ensuring compliance with store safety and presentation standards.

07/2018 – 08/2018 ***Cashier / Cook***

McDonald's, Niagara Falls, NY

- Processed customer transactions as a cashier, handling cash and credit payments with accuracy using POS systems.
- Provided exceptional customer service, addressing orders and inquiries promptly.
- Prepared food items according to menu specifications, cooking and assembling orders while adhering to food safety standards.
- Maintained a clean & organized front counter & kitchen area, ensuring compliance with health & safety regulations.

EDUCATION:

High School Equivalent

University State of New York, Albany, NY