

# RESUME 948

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## OBJECTIVE:

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

## SUMMARY OF QUALIFICATIONS:

- Proven ability to build and maintain relationships with customers, suppliers, and partners to ensure a high level of customer satisfaction and to identify new business opportunities.
- Experienced in leading and managing a team of employees, including dispatchers, drivers, and mechanics, to ensure efficient and effective operations.
- Proven experience in implementing and managing financial systems, including accounts payable and receivable, payroll, and tax compliance.
- Consistently meets and/or exceeds all production quotas, goals, and objectives
- Strong communications, analytical, math, and problem-solving skills
- Detail-oriented, conscientious, and respectful worker, adapting easily to any work environment
- Familiar with using computers, Microsoft Office, Netscape, Peachtree, Mixchange, Internet research, and email
- Works well independently or collaboratively in team environments

## PROFESSIONAL EXPERIENCE:

09/2024 - Present **Cashier / Customer Service**

Tops Markets, Niagara Falls, NY

- Process customer transactions efficiently, handling up to 100+ customers per shift during peak hours.
- Provide friendly service, answered product-related questions, and promoted store loyalty programs.
- Operate cash register and trained two new employees on POS system usage and customer service protocols.
- Balance cash register at the end of each shift, ensuring zero discrepancies in financial records.
- Assist with light stocking and cleaning to keep the store presentable.

06/2019 - 09/2024 **Sales Associate**

TJ Maxx, Niagara Falls, NY

- Greeted and assisted an average of 50+ customers daily, helping them find items and offering style suggestions.
- Managed cash register operations, processing transactions and ensuring accuracy in cash handling.
- Arranged clothing and home goods displays to highlight featured items and maintain store standards.
- Collaborated with team to meet daily sales goals and complete inventory restocking tasks.
- Provided exceptional customer service, resolving inquiries and assisting with product location.

1976 - Present **Doran Trucking Company**

Owner, Niagara Falls, NY

- Implement and design accounts payable and receivable systems to ensure timely payment of invoices and accurate tracking of expenses, resulting in a reduction in accounts payable processing time and an increase in accounts receivable collections.
- Compute and distribute paychecks to employees, ensuring compliance with federal and state labor laws and regulations, and maintained accurate records of employee compensation and benefits.
- Calculate New York State and federal taxes, including payroll taxes, income taxes, and sales taxes, and ensured timely payment of tax liabilities to avoid penalties and interest.
- Meet with general contractors and negotiated prices for trucking services, resulting in an increase in revenue and a decrease in costs.
- Tailor insurance needs to ensure adequate coverage for business operations, including liability insurance, property insurance, and workers' compensation insurance, and worked with insurance brokers to secure competitive rates and terms.
- Develop and implement safety protocols and training programs to ensure compliance with federal and state regulations and to minimize the risk of accidents and injuries.
- Manage and maintain a fleet of trucks and equipment, including scheduling maintenance and repairs, and ensured compliance with federal and state regulations regarding vehicle safety and emissions.
- Build and maintain relationships with customers, suppliers, and partners to ensure a high level of customer satisfaction and to identify new business opportunities.

## EDUCATION, TRAINING & ACHIEVEMENTS:

**High School Diploma**

Niagara Falls High School, Niagara Falls, NY