

# Resume 950

## OBJECTIVE

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

## SUMMARY OF QUALIFICATIONS

- Establishes rapport quickly with a diverse population, recognized for personal and professional integrity and collaborating to develop mutually beneficial solutions through interactions with teams and managers
- Empathetic, motivated and passionate about helping others, can adapt to meet needs of clients
- Understands the importance of patient confidentiality and complies with all HIPAA rules and regulations
- Experience in providing uncompromising highest standards of customer service in the retail industry, assisting both internal customers and customers / patrons with their requirements, preferences, and selections, offering options customized to individual needs, and resolving issues to their complete satisfaction
- Strong communications, detail-oriented, with analytical and problem-solving skills
- Multitasks effectively, learns new systems quickly, and completes all assignments on time or ahead of deadlines
- Leverages technology to enhance productivity, Windows, MS Office and more
- Self-starter, working well independently or in team environments

## PROFESSIONAL EXPERIENCE

02/2023 – Present      ***Personal Shopper / Cashier***  
Walmart, Niagara Falls, NY

- Assist customers with product inquiries, ensuring a welcoming and helpful shopping environment.
- Operate cash register, processed payments (cash, credit, and digital), and provided accurate change.
- Stock shelves and maintained a clean, organized store layout to enhance customer experience.
- Collaborate with team members to complete daily tasks efficiently during peak hours.
- Handled customer orders over the phone and in-person, ensuring accuracy and timely fulfillment.

06/2017 – 03/2018      ***Packager***  
Remedy Intelligent Staffing, Tonawanda, NY

- Inspected product load for accuracy and safely move it around the warehouse or facility to ensure timely deliveries.
- Attached identifying tags to containers or mark them with identifying information.
- Recorded numbers of units handled or moved, using daily production sheets or work tickets.
- Took inventory or examine merchandise to identify items to be reordered or replenished.
- Stored items in an orderly and accessible manner in warehouses, tool rooms, supply rooms, or other areas.

03/2011 – 12/2017      ***PCA***  
Venture Forthe, Niagara Falls, NY

- Administer bedside or personal care, such as ambulation or personal hygiene assistance.
- Prepare and maintain records of client progress and services performed, reporting changes in client condition to manager or supervisor.
- Transport clients to locations outside the home, such as to physicians' offices or on outings.
- Provide clients with communication assistance, typing their correspondence or obtaining information for them.
- Plan, shop for, or prepare nutritious meals or assist families in planning, shopping for, or preparing meals.
- Instruct and advise clients on issues, such as household cleanliness, utilities, hygiene, nutrition, or infant care.

03/2010 – 12/2010      ***Housekeeping***  
Merani Hotel Group, Niagara Falls, NY

- Cleaned rooms, hallways, lobbies, lounges, restrooms, corridors, elevators, and stairways so that standards are met.
- Carried linens, towels, toilet items, and cleaning supplies, using wheeled carts.
- Cleaned rugs, carpets, upholstered furniture, and draperies, using vacuum cleaners and shampooers.

06/2008 - 02/2009      ***Sandwich Artist***  
Subway, Niagara Falls, NY

- Greeted customers entering the restaurant and received their breakfast, lunch, and dinner orders, preparing sandwiches/subs quickly, and to their specifications

- Performed cashier duties, cashing-out customers processing credit cards or receiving cash, and returned exact change
- Received deliveries of food and supply orders and logged all items into computer to track inventory properly
- Closed the restaurant in the evening as scheduled, and performed necessary duties in preparation for next day's operations, and maintained compliance with various mall directives/SOP
- Performed general cleaning in dining room and kitchen area, sanitizing surfaces as required and maintaining temperature controlled environments in compliance with Health Department regulations

09/2007 - 04/2008      ***Nursing Assistant (CNA)***

Fairchild Nursing Home, Lewiston, NY

- Transport patients to treatment units, testing units, operating rooms, or other areas, using wheelchairs, or stretchers.
- Communicate with patients to ascertain feelings or need for assistance or social and emotional support.
- Perform housekeeping duties, such as cooking, cleaning, washing clothes or dishes, or running errands.
- Administer bedside or personal care, such as ambulation or personal hygiene assistance.
- Clean and sanitize patient rooms, bathrooms, examination rooms, or other patient areas.

08/2006 - 08/2007      ***Prep Cook***

Old Country Buffet, Niagara Falls, NY

- Maintained kitchen work areas, equipment, or utensils in clean and orderly condition.
- Stocked supplies, such as food or utensils, in serving stations, cupboards, refrigerators, or salad bars.
- Portioned and wrapped the food, or placed it directly on plates for service to patrons.
- Stored food in designated containers and storage areas to prevent spoilage.
- Assisted cooks and kitchen staff with various tasks as needed, and provide cooks with needed items.

## **EDUCATION, TRAINING & ACHIEVEMENTS**

### ***ServPro Certification***

Professional Culinary Academy, Buffalo, NY

### ***CNA Certification***

Niagara Falls Community Education Center, Niagara Falls, NY

### ***High School Diploma***

Niagara Falls High School, Niagara Falls, NY