

# Resume 952

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## OBJECTIVE

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

## SUMMARY OF QUALIFICATIONS

- Experience in providing uncompromising highest standards of customer service in restaurant and hospitality settings, assisting customers with their product/service requirements, requests, and selections, providing intelligent solutions/options customized to individual needs, negotiating pricing and terms, and resolving customer issues to their complete satisfaction
- Establishes rapport quickly with a diverse population, forging and developing strong, long-lasting business relationships
- Strong communications, analytical, math, and problem-solving skills
- Multi-tasks efficiently, learns new systems quickly, and completes all projects/assignments ahead of critical deadlines
- Experienced using computers, Windows, MS Office, Internet research, and email
- Works well independently or collaboratively in a team environment

## PROFESSIONAL EXPERIENCE

10/2023 – 02/2024      **Bus Aide**

Niagara Falls Coach Lines, Niagara Falls, NY

- Assisted passengers in boarding and exiting the bus safely.
- Ensured that all passengers are securely seated and properly restrained during transit.
- Communicated effectively with passengers and drivers to provide assistance and address any concerns or issues.
- Monitored passenger behavior and intervene as necessary to maintain a safe and respectful environment.
- Collaborated with the bus driver and other team members to coordinate schedules and routes efficiently.

09/2016 – 09/2023      **Bus Monitor**

North Tonawanda City Schools, North Tonawanda, NY

- Ensured the safety and security of students during transportation to and from school, field trips, and extracurricular activities.
- Monitored student behavior and enforce school bus rules and regulations to maintain order and discipline.
- Assisted students with boarding and exiting the bus safely, including those with special needs or mobility devices.
- Communicated effectively with students, parents, and school staff to address concerns and resolve conflicts.
- Collaborated with the bus driver to coordinate schedules, routes, and emergency procedures.

03/2006 – 01/2007      **Sales Associate**

Custom Patio Rooms, Buffalo, NY

- Generated leads and proactively prospect for new clients through various channels, including cold calling, networking events, and referrals.
- Conducted consultations with clients to assess their needs, provide product demonstrations, and recommend customized patio room solutions.
- Developed and maintained strong relationships with clients throughout the sales process, from initial contact to project completion, ensuring high levels of customer satisfaction.
- Prepared and presented proposals, estimates, and contracts tailored to clients' specifications and budgetary requirements.
- Collaborated with design and installation teams to coordinate project details and ensure seamless execution of patio room installations.
- Negotiated pricing, terms, and agreements with clients to maximize profitability while meeting sales objectives.

12/2005 – 01/2006      **Customer Service Representative**

Active Workforce, Buffalo, NY

- Responded promptly to incoming calls, emails, and inquiries from clients, providing accurate information and assistance regarding products, services, and account inquiries.
- Handled customer complaints and concerns in a courteous and empathetic manner, striving to achieve a satisfactory resolution and maintain positive customer relationships.
- Collaborated with other departments, including sales, operations, and logistics, to address customer needs and resolve issues promptly.
- Maintained thorough and up-to-date knowledge of company products, services, and policies to provide accurate and relevant information to customers.

## EDUCATION, TRAINING and LICENSES

**High School Equivalent**

Trott Access Center, Niagara Falls, NY