

# RESUME 953

---

## 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 restaurant 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

### 06/24 – 11/24 *Retail Sales Person*

Buffalo Riverworks LLC, Buffalo, NY

- Assisted customers with product selection, sizing, and purchases in a high-traffic retail environment
- Operated POS systems to process sales, returns, and exchanges accurately
- Maintained organized and visually appealing merchandise displays
- Promoted special events, memberships, and RiverWorks-branded merchandise
- Provided information about venue amenities, events, and activities
- Balanced cash drawer and completed end-of-shift reporting

### 04/23 – 10/23 *Plastic Injection Mold Operator*

Stryten Energy, Niagara Falls, NY

- Operated and monitored plastic injection molding machines to produce high-quality plastic parts according to specifications.
- Set up molds, adjusted machine settings, and performed tooling changes as needed for different production runs.
- Conducted regular inspections of molds and machinery to identify and troubleshoot issues, ensuring smooth production processes.
- Implemented quality control measures to maintain product consistency and minimize defects.
- Collaborated with team members to meet production targets and deadlines, ensuring efficient workflow.

### 05/20 – 07/22 *Front Desk Associate*

Quality Inn, Niagara Falls, NY

- Greeted guests warmly upon arrival, providing excellent customer service and answering inquiries about hotel services, amenities, and local attractions.
- Managed guest check-in and check-out procedures efficiently, ensuring accuracy in reservations and billing processes.
- Handled reservations and room assignments, accommodating guest preferences and special requests whenever possible.
- Maintained a neat and organized front desk area, including the lobby and reception area, to create a welcoming atmosphere for guests.
- Assisted guests with luggage, transportation arrangements, and other requests to enhance their overall experience.
- Managed telephone calls and inquiries, directing calls to appropriate departments and providing information as needed.

### 07/19 - 08/20 *Dishwasher / Prep Cook*

Four Points by Sheridan, Niagara Falls, NY

- Washed dishes, glassware, flatware, pots, or pans, using dishwashers.

- 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.

02/19 – 05/19 ***Cashier (Summer Youth Program)***

Walgreens, Niagara Falls, NY

- Moved freight and stock to and from storage to sales floor, by hand or using carts or other equipment.
- Packed and unpacked items to be stocked on shelves from stockroom and warehouse.
- Compared merchandise invoices to items actually received to ensure that shipments are correct.
- Set up advertising signs and displays of merchandise on shelves, counters, or tables to promote sales.

## **EDUCATION, TRAINING & ACHIEVEMENTS**

### ***PCA Certification***

Aftercare Nursing, Niagara Falls, NY

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

Niagara Falls High School, Niagara Falls, NY