

# RESUME #215

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## OBJECTIVE

Highly motivated, well-organized, and results-driven professional to secure a position with your company as an *Administrative Assistant, Accounts Payable/Receivable Specialist, Receptionist, or as applicable*, utilizing my skills, training, education, and experience

## SUMMARY OF QUALIFICATIONS

- Possesses formal training and familiar with and/or knowledgeable in the duties and responsibilities associated with providing a wide range of secretarial, clerical, data entry, and accounting services, in fast-paced office settings, including answering multi-line phone systems, routing callers to appropriate personnel or taking messages, greeting visitors, coordinating/scheduling appointments, operating all office equipment, and more
- Trained for processing accounts payable and receivable, preparing and sending invoices, tracking aging reports, and notifying upper management of any client fiscal issues or concerns
- Possesses and Administrative Accounting certificate from an accredited school with skills to handle most business office environments
- Over 15 years' experience in sales and providing uncompromising highest standards of customer care support several culinary settings including hospitality and institutional, assisting customers with their product/service requirements, requests, and selections, offering effective solutions/options customized to individual needs, and resolving customers' issues to their complete satisfaction
- Trains new personnel upon supervisor requests including delegating work orders and assignments to gauge comprehension of job duties, monitoring work activities for quality, accuracy, expediency, and proper employee/customer interactions, conducting performance evaluations, and consulting with upper management for employee status/progress reports
- establishes rapport quickly with a diverse customer population, forging strong, non-lasting professional relationships, encouraging future transactions, and the development of referrals into new customers
- Strong communications, math, analytical, detail-oriented, and problem-solving skills
- Multi-tasks effectively, learns new systems quickly, completing projects on time or ahead of critical deadlines
- Leverages technology to enhance productivity, Windows, MS Office, Quick Books, Internet research, and email; types 40+ WPM, accurately
- Works well independently or collaboratively in a team environment

## PROFESSIONAL EXPERIENCE

08/2009 – 09/2010

### ***Breakfast Cook***

Antonio's Restaurant / Comfort Inn, Niagara Falls, NY

- Prepared and cooked food with a focus on breakfast, setting up a daily breakfast buffet for hotel guests and tourists, featuring eggs, omelets, home fries, bacon, sausage, French Toast, and a cereal bar
- Prepared breakfasts to patrons' specifications for those that did not prefer the buffet
- Kept all kitchen and dining areas clean and sanitized

11/2004 – 11/2008

### ***Exposition Cook***

Seneca Niagara Casino, Niagara Falls, NY

- Prepared and cooked breakfasts and other meals during late night shift for the employees of the casino
- Prepared pizza, subs, and specialty sandwiches
- Performed regular inventory management, reporting surpluses and deficiencies to appropriate personnel for replenishment of food and dry stock

## EDUCATION, TRAINING, and ACHIEVEMENTS

### ***Administrative Accounting Certificate, 2019***

Cheryl Fell's School of Business, Niagara Falls, NY

### ***Criminal Justice (course studies), 1990 - 1991***

Niagara Falls High School, Niagara Falls, NY

### ***Diploma***

Niagara Falls High School, Niagara Falls, NY