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# RESUME ID #135

## OBJECTIVE

Highly motivated, well-organized, and results-driven professional to secure a position with your company as a **Manager, Supervisor, or other position in Customer Service, as a Front Desk Associate, or as applicable** utilizing my extensive skills, training, and experience

## SUMMARY OF QUALIFICATIONS

- Over 5 years' experience as a manager supervising up to 10 employees in the restaurant industry and proficient in most aspects of workforce development including training, scheduling, delegating work orders, monitoring work activities for quality, expediency, and proper employee/customer interactions, conducting performance evaluations, implementing disciplinary measures, and terminations
- Over 10 years' experience in sales and providing uncompromising highest standards of customer service in a variety of settings including restaurant, hospitality, and retail industries, assisting customers with their product/service selections, offering intelligent solutions customized to individual needs, assertively negotiating pricing and terms, securing agreements and deposits, and resolving issues to their complete satisfaction
- Over 8 years' experience in the hotel hospitality industry as a Front Desk Associate, answering phones, coordinating and booking reservations, greeting customers, checking guests in and out, and more
- Over 10 years' experience in culinary arts, preparing breakfasts, lunches, and dinners in fine and casual dining settings including managing kitchen staff up to 10 cooks as well as other personnel
- Operates credit card readers, POS systems, cash registers and maintains a balanced drawer
- Operates multi-line phone systems, taking messages or routing callers to appropriate personnel, as well as operating copiers, fax machines, postage metering machines, etc.
- Strong communications, analytical, and problem-solving skills
- Multi-tasks efficiently, learns new systems quickly, and completes assignments on-time or ahead of critical deadlines
- Experienced using computers, Windows, MS Office, proprietary software for hotel management, Internet research, and email
- Type 80+ WPM, accurately
- Works well independently or collaboratively in a team environment

## PROFESSIONAL EXPERIENCE

09/16 – Present **Assistant Head Chef**

Wine on Third, Niagara Falls, NY

- Daily preparation for kitchen
- Check and match inventory list with products received
- Assisted with menu options

05/13 – 06/14 **Front Desk Associate**

Howard Johnson's, Niagara Falls, NY

- Answered inbound calls and made computerized reservations
- Greeted guests, made electronic door keys and checked guests in and out
- Resolved guest issues using excellent customer service skills
- Trained new personnel as needed

07/04 – 12/12 **Assistant Chef**

Como Restaurant, Niagara Falls, NY

- Managed a kitchen staff up to 10 employees delegating various tasks to prepare for patrons
- Prepared and cooks lunches and dinners
- Prepared and makes all sauces, gravies, vegetable dishes
- Prepared all salads, sandwiches, soups, desserts
- Prepared decorative fruit and cheese mirror displays, carvings, etc.
- Assisted in the preparations and set up of banquets serving up to 250 people per event

01/00 – 07/08 **Front Desk Associate**

Days Inn, Niagara Falls, NY

- Answered inbound calls and made computerized reservations
- Greeted guests, made electronic door keys and checked guests in and out

- Resolved guest issues using excellent customer service skills
- Trained new personnel as needed

## **EDUCATION, TRAINING, and ACHIEVEMENTS**

### ***Medical Secretary Certificate, 2017***

Cheryl Fells School of Business, Niagara Falls, NY

### ***Culinary Arts Training Certificate, 2009***

Niagara County Community College, Sanborn, NY

### ***GED, 2009***

Orleans-Niagara BOCES, Adult Education Center, Niagara Falls, NY

### ***Secretarial Training (course studies), 1990***

Kelly Business Institute, Niagara Falls, NY