

# RESUME ID #140

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## Objective

Highly motivated, dedicated, and results-driven professional to secure a position with your company as a *Customer Service or Sales Representative or other position as applicable*, utilizing my skills, training, experience

## Summary of Qualifications

- Over 10 years' experience in sales and providing uncompromising highest standards of customer service in retail and health care industries, including with major retailer Home Depot, assisting customers with their product/service requirements and selections, offering intelligent solutions customized to individual needs, and resolving issues to their complete satisfaction
- Operates multi-line phone systems and all office equipment including copy machines, fax machines, scanners, printers, etc.
- Experienced training new personnel upon supervisor requests, delegating orders to gauge comprehension of job responsibilities and duties, monitoring their work activities for quality, expediency, safety, and proper employee/customer interactions, conducting performance evaluations, re-training as necessary, and consulting with upper management for employee status/progress reports
- Entrusted with keys to business facilities as well as security and safe codes
- Operates credit card readers and cash registers, maintaining balanced drawers
- Strong communications, math, analytical, and problem-solving skills
- Experienced using computers, Windows, MS Office, Internet research, and email; types 35+ WPM
- Multi-tasks effectively, learns new systems quickly, and completes all projects on time or ahead of schedule
- Works well independently or in a team environment

## Professional Experience

10/2016 – 10/2017

### *Direct Care Professional*

WNY DDSO, West Seneca, NY

- Monitored and assisted up to 6 individuals with severe mental and physical disabilities with daily living skills in a group home setting
- Assisted with personal hygiene, feeding, bathroom assistance, and transporting on and off buses
- Accompanied and helped individuals with recreational activities in and out of the group home
- Accompanied individuals to critical medical and dental appointments
- Administered medications in a timely manner
- Took daily vital readings (intakes/outtakes) and monitored all individuals to ensure safety and wellness
- Completed necessary reports including documentation of incidents and other events in compliance with state regulations

07/2010 – 10/2016

### *Nurse's Aide*

Eastern Niagara Hospital, Lockport, NY

- Assisted a medical team comprised of RN's, LPN's, physicians, and other hospital staff to maintain patient care plans
- Interacted with patients' families to manage expectations and respond to various requests
- Transported patients throughout the hospital to various departments and as scheduled
- Monitored patients to ensure their safety and well-being

08/2008 – 07/2010

### *CNA*

Fairchild Manor, Lewiston, NY

- Daily care of residents (bathing, feeding, dressing, bathroom assistance, transporting, exercise/activities, etc.)
- Utilized Hoyer lifts to move patients
- Took vital measurements (fluids, pulse, blood pressure, etc.)
- Maintained all aspects of patients' sanitary conditions
- Recorded intake and out-take information/measurements
- Assisted, transported, and accompanied patients to and from medical and other necessary appointments

09/2005 – 08/2008

***Store Associate / Customer Service***

Home Depot, Lockport, NY

- Assisted customers for their project materials and equipment needs
- Guided and directed customers with information for a wide variety of projects related to available materials in the store
- Kept all areas throughout the store clean, vacuumed, neat, and organized
- Selected and assigned to count money in all cashiers' drawers, reconciling discrepancies to ensure that all drawers were balanced, and brought all cash to the safe at the end of each shift

**Education, Training, and Achievements**

***Regents Diploma, 1998***

Newfane Central High School, Newfane, NY