

RESUME #232

OBJECTIVE:

Highly motivated, dedicated, well-organized professional to secure a position with your company in *Customer Service, Sales, or other position as an Administrative Assistant, Receptionist, or as applicable*, utilizing my skills, training, education, and experience

SUMMARY OF QUALIFICATIONS:

- Over 20 years' experience in sales and/or providing uncompromising highest standards of customer service in the healthcare benefits, retail, call center, office/property management, airlines and food service industries, assisting customers with their product/services requirements, requests, and selections, offering effective solutions customized to individual needs, securing deposits/payments, and resolving issues to their complete satisfaction
- Answers calls on multi-line phone systems, routing callers to appropriate personnel or taking messages, and operates copiers, fax machines, scanners, printers, etc.
- Trains new personnel upon supervisor requests, delegating work orders to gauge comprehension of job duties, monitoring all work activities for quality, expediency, and proper employee/customer interactions, conducting performance evaluations, and consulting with upper management for employee status/progress reports
- Dedicated, hard-working, on-time for any project, adapts easily to any work setting, and completes projects on time or ahead of schedule
- Establishes rapport with a diverse customer population, building strong, long-lasting professional relationships, encouraging future transactions, and developing new customers through referrals
- Operates credit card readers and cash registers, cashing-out customers' orders accurately, returning exact change, and maintaining balanced drawers
- Strong communications (bilingual, English and Spanish), analytical, detail-oriented, and problem-solving skills
- Experienced using computers, Windows, MS Office, proprietary software, Internet research, and email; types 35+ WPM, accurately
- Works well independently or collaboratively in a team environment

PROFESSIONAL HISTORY:

02/18 – 02/19 **Caregiver**

Private Clients, Youngstown / Williamsville, NY

- Provided limited daily nursing care to a several in-home patients performing a range of duties including bathing, preparing meals, dressing, bathroom assistance, light housekeeping, exercise, activities, etc.
- Maintained all aspects of clients' sanitary conditions and assisted with activities of daily living
- Collaborated with healthcare professionals to maintain patients' care plans as designed and developed per the requirements of their particular conditions and their physicians
- Prompted patients to take medications as prescribed, dosage and time
- Transported patients to critical appointments as necessary, physician, dentist, and more

09/17 – 12/17 **Employee Benefits Advisor (Temporary)**

Liazon / Robert Half Agency, Buffalo, NY

- Received inbound calls from employees of large and small companies throughout the United States utilizing Liazon's customizable private benefits exchanges for their personnel, guiding and directing employees, educating them for utilizing such benefits related to themselves or their family members for health, dental, vision, life, disability, as well as other insurance products and services
- Provided detailed information regarding the full line of benefits available to individuals and qualifications for eligibility with the ability to converse with individuals in either English or Spanish as necessary
- Researched information for employees of a more complex nature by contacting insurance carriers, Internet research, as well as consulting with in-house management or colleagues
- Assisted individuals to navigate through the Bright Choices Web portal, providing answers to technical questions and ensuring an overall positive customer experience

04/16 – 05/17 **Customer Service Agent**

Spirit Airlines / Calspan Air Services, Niagara Falls, NY

- Responsible for various duties including assisting with the passenger check-in process, passenger boarding, and baggage service with detailed research to recover passengers' luggage
- Assisted management, alerting and notifying waiting passengers of delays, boarding prompts, and other updates

09/99 – 06/17 **Food Service Assistant**

Niagara Falls Board of Education Niagara Falls School District, Niagara Falls, NY

- Assisted in the preparation of lunches and served children in cafeteria-style settings at multiple schools throughout the district as scheduled
- Collected money from students for food, cashing out their orders using cash registers
- Monitored children during lunch ensuring proper behavior and safety
- Cleaned and sanitized a wide range of kitchen equipment in accordance with Health Department rules and regulations

11/12 – 04/14 **Bilingual Interpreter**

Department of Social Services, Lockport, NY

- Contracted with the Department of Social Services and provided interpreter services as needed including for client consultations for benefits eligibility and clarified the linguistic meanings both for the client as well as the examiner
- Recognized and appreciated for a professional and courteous demeanor

EDUCATION, TRAINING & ACHIEVEMENTS:

Associate of Arts, Liberal Arts and Science, 2007

Niagara County Community College, Sanborn, NY

GED, 1999

Niagara Falls High School, Niagara Falls, NY