

## OBJECTIVE

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

## SUMMARY OF QUALIFICATIONS

- Over 5 years' experience in sales and providing excellent customer service in retail, financial services, and restaurant settings, assisting customers with their product/service requirements, requests, and selections, offering intelligent solutions customized to individual needs, securing agreements and deposits, and resolving customers' issues to their complete satisfaction
- Experienced cashing-out customers' orders with credit card readers or cash registers, returning exact change, and maintaining balanced drawers
- Trains new personnel per supervisor requests, including delegating work assignments to gauge comprehension for job duties and responsibilities, 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
- Experienced with visual merchandising and rearranging merchandise throughout a store per corporate planograms, as well as updating pricing for items to align with direct mail and/or other advertising
- Strong communications, math, analytical, and problem-solving skills
- Multi-tasks efficiently, learns new systems quickly, and completes all projects/assignments on-time or ahead of schedule
- Detailed, positive-minded, and conscientious employee
- Familiar with using computers, Windows, Internet research, and email
- Works well independently or collaboratively in a team environment

## PROFESSIONAL EXPERIENCE

01/18 – Pres. **Sales Associate**

American Eagle, Fashion Outlets, Niagara Falls, NY

- Responsible for filling online orders through the Internet for customers throughout the United States for their clothing and accessories selections, checking through the inventory of the store, and subsequently packaging and boxing the items for shipment
- Unloads truck shipments of new merchandise and inventories the items utilizing handheld barcode scanners
- Organizes racks and shelves in the store room otherwise restocks merchandise on shelves and racks in the sales floor as necessary
- Keeps all areas neat, organized, and clean in a highly presentable fashion to the public

04/17 – 11/17 **Line Operator**

Tulip Corporation, Niagara Falls, NY

- Operated injection mold machines to produce battery casings for the automotive industry
- Trimmed and ground down flashing as necessary, stacking finished products on a pallet for placement in the warehouse
- Kept all workstations neat and clean

06/16 – 02/17 **Server / Host**

Buffalo Wild Wings, Niagara Falls, NY

- Responsible for greeting and seating guests, taking food and beverage orders, and serving lunches and dinners
- Functioned in the capacity of host as scheduled, seating patrons in fair rotation to available servers, and assisted servers taking orders, for drinks, describing daily specials, and following up on all other requests
- Followed up on guests' special requests or additional orders
- Kept all areas neat, organized, and sanitized

04/15 – 02/16 ***Customer Service Representative***

**ACS / Xerox, Niagara Falls, NY**

- Assisted schools, borrowers and third parties with inquiries related to disbursements, originations, loan payments, etc. by telephone and e-mail; proficient with the COD system, and Title IV regulations governing financial aid
- Acted as advocate and liaison between students/parents/guardians and credit authorities operating with a team of other in-house specialists to reverse adverse credit ratings in favor of applicants
- Provided parties with assistance in completing required legal, electronic and paper forms such as the (FAFSA), (MPN), Entrance Counseling and other forms
- Resolved issues of a confidential and sensitive nature

## **EDUCATION**

***GED (in progress)***

60<sup>th</sup> Street School, Niagara Falls, NY