

Resume 409

Objective

Highly motivated, knowledgeable, and results driven professional to secure a position with your company utilizing my skills, knowledge and experience.

Summary of Qualifications

- Over 5 years' experience in Support and Education, providing uncompromising standards of customer service, developing effective solutions customized to individual needs, and resolving issues to their complete satisfaction.
- Experienced in research and data analysis and manipulation to discover desired results.
- Ability to prepare tables, graphs, fact sheets, and written reports summarizing research results utilizing Microsoft Office Suite and Statistical Software such as SPSS.
- Highly self-motivated taking on projects and also while under pressure.
- Strong communications, verbal and written, math, and problem-solving skills.
- Multi-tasks effectively, learns new systems quickly, and completes all projects/assignments on-time or ahead of schedule.
- Works well independently or collaboratively in a team environment.

Professional Experience

2020 – 2021 *Customer Service Associate*

Talk of the Town, Niagara Falls, NY

- Greet customers and ascertain what each customer wants or needs.
- Recommend, select, and help locate or obtain merchandise based on customer needs and desires.
- Compute sales prices, total purchases, and receive and process cash or credit payment.
- Answer questions regarding the store and its merchandise.
- Maintain knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices.
- Watch for and recognize security risks and thefts and know how to prevent or handle these situations.

2017 – 2019 *Security Officer*

Allied Universal, Niagara Falls, NY

- Monitor and authorize entrance and departure of employees, visitors, and other persons to guard against theft and maintain security of premises.
- Lock doors and gates of entrances and exits to secure buildings.
- Patrol industrial or commercial premises to prevent and detect signs of intrusion and ensure security of doors, windows, and gates.
- Answer telephone calls to take messages, answer questions, and provide information during non-business hours or when switchboard is closed.
- Operate detecting devices to screen individuals and prevent passage of prohibited articles into restricted areas.

Education & Certifications

Master's Degree – Education Studies, 2016

SUNY at Buffalo, Buffalo, NY

- Participated in the research, design and creation of special programs for tasks such as statistical analysis of data used to interpret descriptives of students on campus.

Bachelor's Degree – Psychology, 2014

SUNY at Buffalo, Buffalo, NY

Certification in Applied Statistical Analysis

SUNY at Buffalo, Buffalo, NY