

Resume 497

OBJECTIVE:

Highly motivated, knowledgeable, and results-driven professional to secure a position with your company as a *Manager, Administrative Assistant, or as applicable*, utilizing my skills, training, and experience.

SUMMARY OF QUALIFICATIONS:

- Over 15 years' experience in sales and providing uncompromising highest standards of customer service in retail and office settings, assisting customers with their product and service requirements and selections, offering intelligent solutions customized to individual needs, and resolving issues to their complete satisfaction
- Experienced retaining quality employees through sound Team Building concepts, excellent communications, and respected leadership skills, guiding and directing individuals to maximize productivity and personal potential
- Establishes rapport quickly with a diverse customer population, developing strong, long-lasting business relationships fostering repeat business transactions
- Strong communications, written and oral, analytical, and problem-solving skills
- Dependable, flexible, detail-oriented, conscientious professional, adapting to any educational setting
- Multi-tasks effectively, learns new systems quickly, and completes all projects on time or ahead of critical deadlines
- Leverages technology to enhance productivity, Windows, MS Office, Internet research, and email
- Works well independently or collaboratively in a team environment

PROFESSIONAL EXPERIENCE:

02/2020 – 09/2021

Gas Lead

Tops Friendly Markets, Grand Island, NY

- Opened and closed cash registers, performing tasks such as counting money, separating charge slips, coupons, and vouchers, balancing cash drawers, and making deposits.
- Maintained paperwork and maintenance, certifying operators understand safety to clean spills.
- Negotiate with vendors for store supplies and negotiating pricing.

09/2019 – 01/2020

Debt Collector

ROC Asset Solutions, Amherst, NY

- Located and notified customers of delinquent accounts by mail or telephone to solicit payment.
- Persuaded customers to pay amounts due on credit accounts such as LoanMe, Cashnet, Check and Go and others.
- Performed various administrative functions for assigned accounts, such as recording address changes and purging the records of deceased customers.
- Negotiated credit extensions when necessary.
- Advised customers of necessary actions and strategies for debt repayment.

10/2018 – 09/2019

Point Caller Manager

SKMT Cancer Hospital and Research Center, Pakistan

- Traced delinquent customers to new addresses by inquiring at post offices, telephone companies, credit bureaus, or through the questioning of neighbors.
- Supervised the work of office, administrative, or collections employees to ensure adherence to quality standards, deadlines, and proper procedures, correcting errors or problems.
- Provided employees with guidance in handling difficult or complex problems or in resolving escalated complaints or disputes.
- Discussed job performance problems with employees to identify causes and issues and to work on resolving problems.
- Designed, implemented, or evaluated staff training and development programs, customer service initiatives, or performance measurement criteria.

07/2017 – 09/2018

Assistant Lead

ProVantage Corporate Solutions, Mansfield, PA

- Processed, verified, and maintained personnel related documentation, including staffing, recruitment, training, grievances, performance evaluations, classifications, and employee leaves of absence.
- Recorded data for each employee, including such information as addresses, weekly earnings, absences, amount of sales or production, supervisory reports on performance, and dates of and reasons for terminations.
- Read specifications, such as blueprints, to determine construction requirements or to plan procedures.
- Analyzed worker or production problems and recommend solutions, such as improving production methods or implementing motivational plans.
- Trained workers in construction methods, operation of equipment, safety procedures, or company policies.

04/2017 – 07/2017

Custodial Worker

Goodwill Industries, Mansfield, PA

- Cleaned rooms, hallways, lobbies, lounges, restrooms, corridors, elevators, stairways, locker rooms, and other work areas so that health standards are met.
- Swept, scrubbed, waxed, or polished floors, using brooms, mops, or powered scrubbing and waxing machines.
- Washed windows, walls, ceilings, and woodwork, waxing and polishing as necessary.
- Prepared rooms for meetings and arranged decorations, media equipment, and furniture for functions.

10/2015 – 02/2017

Assistant Manager

Badger Mobile Home Park, North Pole, AK

- Managed and oversaw operations, maintenance, administration, and improvement of residential property.
- Planned, scheduled, and coordinated general maintenance, major repairs, and remodeling or construction projects for property.
- Met with residents to negotiate management and service contracts, determined priorities, and discussed the financial and operational status of properties.
- Investigated complaints, disturbances, and violations and resolve problems, following management rules and regulations.
- Inspected grounds, facilities, and equipment routinely to determine necessity of repairs or maintenance.
- Determined and certified the eligibility of prospective tenants, following regulations.
- Conferred regularly with community association members to ensure their needs are being met.
- Met with prospective tenants to show properties, explain terms of occupancy, and provide information about local areas.
- Prepared and administered contracts for provision of property services, such as cleaning, maintenance, and security services.

09/2015 – 10/2015

Cashier / Customer Service

Badger Gas, North Pole, AK

- Maintained clean and orderly checkout areas, and completed other general cleaning duties, such as mopping floors and emptying trash cans.
- Answered customers' questions, and provide information on procedures or policies.
- Monitored checkout stations to ensure they have adequate cash available and are staffed appropriately.
- Calculated total payments received during a time period, and reconcile this with total sales.

EDUCATION and ACHIEVEMENTS:

Transcription Certification

Tanana Valley Campus, Fairbanks, AK

High School Diploma Equivalent

Adult Learning Programs of Alaska, Fairbanks, AK