

Resume 510

Objective:

To secure a position with your company applying my experiences and skills as a *Customer Service Representative*

Summary of Qualifications:

- Over 10 years' experience providing excellent customer service in a variety of settings
- Over 5 years' experience providing acute care to elderly patients in nursing homes and in-home settings
- Approximately 2 years' experience performing various duties in a warehouse including inventory control, shipping and receiving, unloading trucks, and more
- Experienced training and managing new hires
- Strong written/verbal communication skills and resolves customer issues courteously and promptly
- Operates cash register, maintains a balanced drawer and possesses good math skills
- Familiar using computers, Windows, MS Office, Internet research, and email
- Types 30+ WPM, accurately
- Dependable, flexible and learns new skills and procedures quickly
- Follows detailed directions, works well independently or in a team environment

Professional Experience:

03/2020 – 04/2021

In-Store Shopper

Instacart, Niagara Falls, NY

- Received customer's grocery orders through phone app and shop orders for them.
- Communicated with the customers on orders that weren't available on their lists.
- Cashed out orders using registers.
- Bag groceries, label bags, and place them in the proper pick-up locations for drivers and customers.
- Sanitize and clean work area and pick up station.
- Take out customer's orders and load groceries in their vehicle.

06/2016 – 11/2019

Cashier

Tops Markets, Niagara Falls, NY

- Assisted customers with finding particular items in the store.
- Answered calls and delivered to appropriate individuals.
- Returned items to correct aisles and areas.
- Monitored four screens at the self-checkout station.
- Close and count down self-checkout registers.

06/2018 – 06/2019

PCA

Venture Forthe, Niagara Falls, NY

- Assisted elderly and disabled in a home setting.
- Daily care of patients (bathing, feeding, dressing, bathroom assistance, transporting, exercise / activities, preparing meals, etc.)
- Utilized Hoyer lift to move patients when necessary.
- Maintained all aspects of sanitary conditions inside patient's homes.
- Report any changes in client condition to supervisors and update notes.
- Transported and accompanied patients to and from medical & other necessary appointments.

06/2016 – 04/2017

PCA

Companion Care of Rochester, Rochester, NY

- Assisted in-home elderly and disabled patients.
- Daily care of patients when needed (bathing, bathroom assistance, transporting, help with preparing meals, run errands, etc.)
- Maintained sanitary conditions throughout customer's home.
- Accompanied patients to and from medical and other important appointments when necessary.

09/2013 – 04/2016

Sales Associate

Love Culture, Niagara Falls, NY

- Greeted customers and ascertained their needs.
- Recommended, selected, and helped to locate merchandise based on customer's needs or desires.
- Answered questions about the store and its merchandise.
- Open and closed store including balancing cash register and making bank deposits.
- Ticketed, displayed, and arranged merchandise to promote sales.

Education:

Certificates in Soft Skills Academy and Career Pathways

Global Institute of Tourism , Lewiston, NY

PCA Certificate

Companion Care of Rochester, Rochester, NY

CNA Certificate

BOCES, Sanborn, NY

Diploma

Jersey Village High School, Houston, TX