

RESUME 512

OBJECTIVE

Highly motivated, dedicated, and results-driven professional to secure a position with your company or organization, utilizing my extensive skills, training, expertise, and experience

SUMMARY OF QUALIFICATIONS

- Over 10 years' experience in sales and providing uncompromising, highest standards of customer service in the retail, restaurant, and grocery, assisting customers with their products / services requests, requirements, and selections, offering intelligent solutions customized to individual needs, and resolving issues to their complete satisfaction
- Experienced operating computerized/electronic cash registers and credit card machines, keeping drawers balanced at all times
- Strong communications (bilingual, English and Spanish), detail-oriented, with analytical and problem-solving skills
- Multitasks effectively, learns new systems quickly, and completes all assignments on time or ahead of critical deadlines
- Dependable, courteous and honest worker, detail-oriented and learns new systems quickly
- Experienced with inventory control methods, utilizing hand held scanners to navigate and process multiple deliveries.
- Leverages technology to enhance productivity, Windows, MS Office, and more
- Self-starter, working well independently or in team environments

PROFESSIONAL EXPERIENCE

07/20 – 10/20 *Customer Service*

Key Food, Brooklyn, NY

- Maintained clean and orderly checkout areas, and completed other general cleaning duties, such as mopping floors and emptying trash cans.
- Greeted customers entering establishments.
- Assisted customers by providing information and resolving their complaints.
- Established or identified prices of goods, services, or admission, and tabulate bills, using calculators, cash registers, or optical price scanners.
- Assisted with duties in other areas of the store, such as monitoring fitting rooms or bagging and carrying out customers' items.

09/15 – 07/20 *Domestic Engineer*

Brooklyn, NY

- Consulted with the family to develop a domestic duty and childcare schedule.
- Designed menus and prepared meals, as well as serving meals in a timely manner.
- Performed childcare duties, engaged the children in age-appropriate activities, and transported them to and from school and other locations.
- Monitored and replenished groceries and household cleaning supplies.
- Performed basic garden maintenance, recycling, and waste disposal tasks.
- Managed household budgets and documenting expenses.

03/13 – 09/15 *Store Clerk*

Walmart, Niagara Falls, NY

- Maintained knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices.
- Ticketed, arranged, and displayed merchandise to promote sales.
- Opened and closed cash registers, performing tasks such as counting money, separating charge slips, coupons, and vouchers, balancing cash drawers, and making deposits.
- Watched for and recognized security risks and thefts and know how to prevent or handle these situations.
- Packed and unpacked items to be stocked on shelves in stockrooms or warehouse.

07/10 – 12/12 **Server**

UNO's Restaurant, Bronx, NY

- Took orders from patrons for food or beverages.
- Checked with customers and ensured that they are enjoying their meals and took action to correct any problems.
- Wrote patrons' food orders on order slips, memorize orders, or enter orders into computers for transmittal to kitchen staff.
- Presented menus to patrons and answered questions about menu items, making recommendations upon request.
- Prepared tables for meals, including setting up items such as linens, silverware, and glassware.
- Assisted host or hostess by answering phones to take reservations or to-go orders, and by greeting, seating, and thanking guests.

EDUCATION, TRAINING & ACHIEVEMENTS

High School Diploma

Jane Adam High School, Bronx, NY