

Resume 529

OBJECTIVE

Highly motivated, dedicated, and results-driven professional looking to obtain a position, utilizing my skills, training, education, and experience

SUMMARY OF QUALIFICATIONS

- Over 5 years' experience working with primary age children with experience in collaborative co-teaching classrooms.
- Performs a wide range of office duties including answering phones and routing callers to appropriate personnel, greeting customers, scheduling appointments, filing/updating records, operating copiers, fax machines, etc.
- Establishes rapport quickly with a diverse population, recognized for personal and professional integrity and collaborating to develop mutually beneficial solutions through interactions with teams and managers
- Provides uncompromising highest standards of customer service for both internal and external customers, assisting customers with their product/services selections, offering effective solutions customized to individual needs, and resolving customers' issues to their complete satisfaction
- Empathetic, motivated and passionate about helping others, can adapt to meet needs of clients
- Collaborates closely with teachers to teach lesson plans according to their direction
- Dependable, conscientious, and courteous professional
- Multi-tasks efficiently, learns new systems quickly, and completes all assignments and projects on-time or ahead of critical deadlines
- Strong communications, math, analytical, and problem-solving skills
- Works well independently or collaboratively in a team environment

PROFESSIONAL EXPERIENCE

04/14 - Current *Ramp Agent*

Southwest Airlines, Buffalo, NY

- Supply travelers with directions and travel information, such as available services and points of interest.
- Transfer luggage, trunks, and packages to and from airport, loading areas, vehicles, or transportation terminals, by hand or using baggage vehicles.
- Inform customers of essential travel information, such as travel times, transportation connections, or medical and visa requirements.
- Make and confirm reservations for transportation and accommodations.
- Answer inquiries regarding information, such as schedules, accommodations, procedures, or policies.
- Check baggage and cargo and direct passengers to designated locations for loading.

09/11 – 03/14 *Teacher's Assistant*

Lasalle Early Learning Center, Niagara Falls, NY

- Assisted in the preparation lesson materials, bulletin board displays, exhibits, equipment, and demonstrations.
- Tutored and assisted children individually or in small groups to help them master assignments and to reinforce learning concepts presented by teachers.
- Organized and supervised games or other recreational activities to promote physical, mental, and social development.
- Observed students' performance, and record relevant data to assess progress.
- Enforced administration policies and rules governing students.
- Participated in teacher-parent conferences regarding students' progress or problems.
- Prepared lesson materials, bulletin board displays, exhibits, equipment, and demonstrations.

02/09 - 03/11 *Team Leader*

People, Inc., Grand Island, NY

- Planned, implemented, and administered programs and services in a health care or medical facility, including personnel administration, training, and coordination of medical, nursing and physical plant staff.
- Established work schedules and assignments for staff, according to workload, space, and equipment availability.
- Filled out and maintained client-related paperwork, including federal- and state-mandated forms, client diagnostic records, and progress notes.
- Planned, organized, or lead structured programs of counseling, work, study, recreation, or social activities for clients.
- Attended community meetings or health fairs to understand community issues or build relationships with community members.
- Learned about new developments in counseling by reading professional literature, attending courses and seminars, or establishing and maintaining contact with other social service agencies.
- Coordinated or directed employee workshops, courses, or training about mental health issues.

05/08 - 02/09 **Waitress**

Riverstone Grill, Grand Island, NY

- Informed customers of daily specials.
- Explained how various menu items are prepared, describing ingredients and cooking methods.
- Stocked service areas with supplies such as coffee, food, tableware, and linens.
- Presented menus to patrons and answer questions about menu items, making recommendations upon request.
- Performed food preparation duties such as preparing salads, appetizers, and cold dishes, portioning desserts, and brewing coffee.

01/97 - 12/07 **Secretary**

Tandy Service Center, Amherst, NY

- Greeted visitors or callers and handle their inquiries or direct them to the appropriate persons according to their needs.
- Set up and managed electronic filing systems, recording information, updating paperwork, or maintaining documents, such as attendance records, correspondence, or other material.
- Answered telephones and gave information to callers, take messages, or transfer calls to appropriate individuals.
- Performed general office duties, such as ordering supplies, maintaining records management database systems, and performing basic bookkeeping work.
- Prepared agendas and make arrangements, such as coordinating catering for luncheons, for committee, board, and other meetings.
- Opened, sorted, and distributed incoming correspondence, including faxes and email.

EDUCATION, TRAINING, and ACHIEVEMENTS

Regents Diploma

Lasalle Senior High School, Niagara Falls, NY