

# Resume 553

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## OBJECTIVE

To secure a position with your company using my skills, training, and experience in *Customer Service, Retail* and/or as a *Production Operator*.

## SUMMARY OF QUALIFICATIONS

- Over 10 years' experience in customer service and providing uncompromising highest standards of service in retail and restaurant, assisting customers with their product and service requirements and selections, offering intelligent solutions customized to individual needs, and resolving issues to their complete satisfaction
- Familiar with operating credit card readers, POS systems, and cash registers, cashing-out customers' purchases, returning exact change, and maintaining balanced drawers
- Establishes rapport quickly with a diverse customer population, developing strong, long-lasting business relationships fostering repeat business transactions
- Empathetic, motivated and passionate about helping others, can adapt to meet needs of clients
- OSHA trained and complies with all safety rules and regulations
- Operates production machinery including conveyors, boxing machines, and shrink wrap machines
- Over 1-year experience performing commercial cleaning, cleaning a large-chain grocery store
- Possesses knowledge of cleaning solutions and supplies and their safe application techniques
- Experienced training new personnel at the request of supervisors, delegating orders, monitoring all work activities for quality, expediency, and safety, conducting performance evaluations, and consulting with upper management for employee status/progress reports
- Experienced with computers, Windows, MS Office, Internet research, and email

## PROFESSIONAL EXPERIENCE

02/13 – 10/18     *Customer Service / Cashier*

Bon Ton, Niagara Falls, NY

- Maintained knowledge of current sales and promotions, policies regarding payment and exchanges.
- 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.

03/11 – 01/13     *Cashier / Customer Service*

Wilson Farms, Niagara Falls, NY

- Received payment by cash, check, credit cards, vouchers, or automatic debits.
- Assisted customers by providing information and resolving their complaints.
- Maintained clean and orderly checkout areas, and complete other general cleaning duties, such as mopping floors and emptying trash cans.
- Stocked shelves, sort and reshelved returned items, and mark prices on items and shelves.
- Counted money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.

04/09 – 02/11     *Sandwich Maker / Cashier*

Dunkin Donuts, Niagara Falls, NY

- Greets customers and receives orders for food and/or beverages, serving orders professionally and courteously, ensuring a positive customer experience
- Operates coffee makers and also brews tea, maintaining adequate supplies at all times
- Ensures that all display cases are filled with baked goods for maximum customer appeal
- Bakes muffins, Danishes, croissants, rolls, donuts, breads, etc., on-time or ahead of deadlines
- Assigned to the drive-thru station as scheduled, recognized and commended for expediting customers' orders with minimal delays, and maintaining low drive-thru times
- Sweeps, mops, and sanitizes all kitchen areas, preparation tables, and equipment in accordance with corporate and Health Department regulations

## EDUCATION and TRAINING

*High School Diploma*

Niagara Falls High School, Niagara Falls, NY