

Resume 555

OBJECTIVE:

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

SUMMARY OF QUALIFICATIONS:

- Over 10 years' experience in sales and providing uncompromising highest standards of customer service in hospitality, 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
- 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
- Excellent time management skills, completing projects on time or ahead of schedule
- 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:

05/2016 – 03/2021 *Lobby Attendant / Front Desk Clerk*

Niagara Riverside Resort, Niagara Falls, NY

- Greeted, registered, and assigned rooms to guests of the hotel.
- Posted charges, such as those for rooms, food, liquor, or telephone calls, to ledgers, manually or by using computers.
- Answered inquiries pertaining to hotel services, guest registration, and travel directions, or make recommendations regarding shopping, dining, or entertainment.
- Performed bookkeeping activities, such as balancing accounts and conducting nightly audits.
- Made reservations for patrons, such as for dinner, spa treatments and obtain tickets to special events.
- Cleaned and maintained lobby and common areas, such as restocking supplies and watering plants.
- Advised housekeeping staff when rooms have been vacated and are ready for cleaning.

06/2012 – 11/2015 *Customer Service / Garden Department*

Home Depot, Margate, FL

- Assembled or set up displays, or products in store space, using colors, and pictures to display the product.
- Placed prices or descriptive signs on backdrops, fixtures, merchandise, or floor.
- Consulted with store managers, buyers, or sales associates, to determine appropriate placement of displays or products.
- Obtained plans from display managers and discuss their implementation with clients or supervisors.
- Recommended, selected, and helped locate or obtain merchandise based on customer needs and desires.
- Maintained knowledge of current sales promotions, policies regarding payment and exchanges, and security practices.

10/2007 – 02/2010 *Usher / Lobby Attendant / Box Office*

Madison Square Garden, New York, NY

- Furnish customers with information on events or activities.
- Serve as a point of contact between managerial staff and leaders of entertainment activities.
- Sell or collect admission tickets, passes, or memberships from patrons at entertainment events.
- Operate refreshment stands during intermission or obtain refreshments for press box patrons during performances.
- Assisted patrons by giving directions to points outside of the facility, providing information about local attractions.
- Provided assistance with patrons' special needs, such as helping those with wheelchairs.

EDUCATION and ACHIEVEMENTS:

High School Diploma

Jamaica High School, Queens, NY