

RESUME 385

OBJECTIVE

Highly motivated, dedicated, and results-driven professional to secure a position with your company or organization in *Sales, Customer Service, as a Cashier, Stock Person, Property Maintenance Assistant, or other position as applicable*, utilizing my skills, training, expertise, and experience

SUMMARY OF QUALIFICATIONS

- Over 8 months' experience in sales and providing uncompromising highest standards of customer service in several settings including restaurant/coffee shop, convenience store, and property maintenance industries, assisting internal and external customers with their product/service requirements and selections, offering intelligent options and solutions customized to individual needs, and resolving issues to their complete satisfaction
- Trains new personnel within the framework of assisting as needed as part of a team, ensuring comprehension of job duties, monitoring work activities for quality, expediency, and proper customer interactions, conducting performance assessments, and consulting with upper management for employee status/progress reports
- Establishes rapport quickly with a diverse customer base, recognized and commended for customer relationship building skills, forging new business relationships that encourage future repeat visits and transactions, and resulting in positive word-of-mouth referrals
- Operates credit card machines, POS systems, and cash registers, maintaining balanced drawers
- Strong communications, math, analytical, detail-oriented, and problem-solving skills
- Multi-tasks efficiently, learns new systems quickly, and completes all assignments on time or ahead of schedule
- Experienced using computers, Windows, Internet research, and email
- Works well independently or collaboratively in team environments

PROFESSIONAL EXPERIENCE

06/20 - 11/20 *Sales Associate / Cashier / Customer Service*

Crosby's, Randolph, NY

- Responsible for providing service at the busy gas station and convenience store, assisting customers as needed, and cashing-out their gas purchase, tobacco products, food, and other orders using credit card readers and/or cash registers, also operating the Lotto
- Proficient and commended for customer relationship building, forging strong, business relationships, loyalty, and generating referrals
- Trained some newly hired personnel, unofficially, utilized as a knowledgeable resource to provide instructions to guide/direct them to develop proficiencies for the material duties of their jobs
- Received shipments of merchandise and other products, replenishing products on racks and shelves, maintaining the organizational system, and implementing effective visual merchandising techniques to enhance customer buying appeal
- Alternately assigned duties and responsibilities to make sandwiches, subs, fries, wings, pizza, mozzarella sticks, chicken tenders, pizza logs, calzones, etc., making certain items to customer specifications, meeting and/or exceeding all corporate and customer expectations

11/19 - 02/20 *Crew Member*

Tim Horton, Blasdell, NY

- Greeted customers and received orders for food and/or beverages, serving orders professionally and courteously, ensuring a positive customer experience, selected by the company based upon ability to learn new systems, multitasking capabilities, and other performance metrics
- Operated coffee makers and also brewed tea, maintaining adequate supplies at all times
- Operated credit card readers and cash registers, maintaining balanced drawers
- Ensured that all display cases were filled with baked goods for maximum customer appeal
- Assigned to the drive-thru station as scheduled, recognized and commended for expediting customers' orders with minimal delays, and maintaining low drive-thru times
- Swept, mopped, and sanitized all kitchen areas, preparation tables, and equipment in accordance with corporate and Health Department regulations, also cleaning rest rooms, restocking paper goods and soap
- Removed trash from waste receptacles to dumpsters

EDUCATION

HSE (anticipated acquisition of diploma), March 2021

Orleans-Niagara BOCES, Sixth Street School, Niagara Falls, NY