PROFILE

Customer service looking to grow within the field. Excited at the prospect of bringing particular skills gained in past experience to a growing company.

EDUCATION & AWARDS

**High School Diploma** | Henry E. Lackey High School

SKILLS

Communication | Decision Making | Time Management | Self-Motivation | Conflict Resolution | Leadership

EXPERIENCE

Bozzuto | Residential Concierge, present

* Greet guests at the front desk and make suggestions for entertainment, dining and other engagements as appropriate
* Make reservations at local establishments upon request of the guest
* Prepare and display beverage and snack options for guests in the lobby
* Assist with the organization of on-site events, such as weddings and corporate retreats
* Direct guests to hotel amenities, including laundry and fitness facilities
* Providing assistance to property management duties and responsibilities

FedEx | Retail Associate, 2019-present

* Demonstrates consultative behaviors in a retail environment to understand each customer’s individualized need
* Provides customer expertise in printing, signs and graphics and shipping product lines and can recommend appropriate FedEx Office products and services
* Provides an outstanding customer service experience by using consultative skills to anticipate customer needs, suggest alternatives, and find solutions to meet customer needs
* Ensures all customer problems are resolved quickly and to the satisfaction of the customer
* Takes complex customer orders using order systems and provides accurate pricing information
* Assembles parcels and prepares goods for shipping by wrapping items in insulation, inserting items into shipping containers, weighing packages, and affixing labels to parcels
* Sets up and operates printing, binding, and other related equipment using customer supplied original media and documents
* Maintains a safe, clean and orderly retail Store

VMG | *Concierge, 2016-present*

* Greet guests at the front desk and make suggestions for entertainment, dining and other engagements as appropriate
* Make reservations at local establishments upon request of the guest
* Prepare and display beverage and snack options for guests in the lobby
* Assist with the organization of on-site events, such as weddings and corporate retreats
* Direct guests to hotel amenities, including laundry and fitness facilities

VICTORIA SECRET | *Sales Associate, 2018-2019*

* Assist customers with questions about products, apparel, and sizing. As well as informing customers regarding new items and sales.
* Operate registers and credit card machines during sales transactions, according to store location and policy.
* Recommending related products to increase customers' options and enrich the shopping experience
* Explaining the benefits and functions of products, method of preparation and how to use them to achieve the best results
* Ensure customer satisfaction during each interaction.

MELWOOD HORTICULTURAL | *Residential Counselor,* 2015– 2018

* Works with assigned participants to promote safety, independence, exploration and integration into the recreation community.
* Demonstrates positive behavioral management techniques and communicates with individuals in a person-centered, age appropriate manner.
* Completes assigned notes, daily logs and other documentation thoroughly, accurately, and in a timely manner. Facilitates participant’s self-esteem through positive interactions and building a relationship of trust.
* Develops free time activities that promote team work, positive interaction and personal growth. Attends and actively participate in required training, team meetings and supervision meetings.
* Assisted individuals with creative activities and daily outings to interact with the community. Assisted individuals with daily activities, in both the household and/or the community.

LENEE’ VALENTINE EVENT PLANNING | *Event Assistant,* 2015-2019

* Performs assistance duties to the special events managing department. Assists and supports organizing and events manager in their day to day tasks.
* Performs special events duties like checking and establishing set ups, for events and programs.
* Provides special services to guests from their check-in time to until they check-out.
* Provides services to guests at special events like transportation, accommodation and catering.
* Greets guests and take care of their needs at special events.
* Conducts research on venues and book for special events.
* Maintains and manages event databases, timelines and files.
* Spearheaded marketing efforts to promote the company.
* Interacts and coordinates with other events managing staff in conducing special event programs.