

OBJECTIVE

Highly motivated, dedicated, and results-driven professional to secure a position with your company as a *Line Cook, Prep Cook, Sales Associate, Customer Service Representative as a Cashier, or other position as applicable*, utilizing my skills, training and experience

SUMMARY OF QUALIFICATIONS

- Over 10 years' experience in Sales and providing excellent Customer Service in a several settings including retail, convenience store, and restaurant industries, assisting customers with their product/service requirements, requests, and selections, offering intelligent solutions customized to individual needs, and resolving issues to their complete satisfaction
- Over 9 years' experience as a cashier operating credit card readers, Lotto machines, and cash registers, cashing-out customers' orders, returning exact change, and maintaining balanced drawers
- Trains new personnel upon supervisor requests, delegating orders to monitor work activities, to gauge learning comprehension, to observe their work activities for quality, expediency, and proper employee/customer interactions, conducting performance evaluations, and consulting with upper management for employee status/progress reports
- Entrusted with keys to business operations/stations including security system codes
- Experienced performing inventory management utilizing handheld barcode readers, reporting surpluses and deficiencies to upper management, and restocking shelves with merchandise or other products, keeping all shelves and racks neat and well-organized
- Strong communications, math, and problem-solving skills
- Multi-tasks efficiently in a fast-paced setting, learns new systems quickly, and completes all projects on time or ahead of schedule
- Familiar with using computers, Windows, Mac, MS Office, Internet research, and email
- Works well with little to no supervision and/or collaboratively in a team environment

PROFESSIONAL EXPERIENCE

08/17 - 12/17

Cook

Charley's Philly Steaks, Niagara Falls, NY

- Prepared a wide variety of Philly Cheese Steak subs in a busy mall food court setting
- Received food and supplies shipments, rotating refrigerated and frozen food with date stamps and verifying all items delivered against invoices received
- Assisted other kitchen staff with food preparation per request and with specific instructions
- Operated credit card readers and cash registers, cashing out customers' orders and maintaining balanced drawers
- Opened and closed the food station as scheduled or necessary

06/17 - 08/17

Fry Cook / Dishwasher

Twisted Olive, Niagara Falls, NY

- Responsible for preparing and cooking a range of fried foods (chicken wings, quesadillas, French fries, mozzarella sticks, nachos, and more) for lunches and dinners in a casual dining setting as well baking a variety of pizzas
- Operated the commercial dishwashing machine, keeping kitchen staff supplied with clean pots, pans, other cooking vessels, and utensils, and servers supplied with clean dishes, silverware, cups, drinking glasses, etc.
- Maintained cleanliness throughout kitchen areas including sanitizing requirements

04/16 - 04/17

Warehouse Associate / Stock

Wal-Mart, Niagara Falls, NY

- Unloaded shipments of merchandise sent to the store, inventoried all merchandise in the backroom, and stocked shelves as needed
- Assisted customers locating hard-to-find items throughout the store
- Trained new personnel per supervisor request, and ensured that new personnel received proper orientation of the facility, and learned all aspects of the position as needed
- Assisted with store planograms as needed, repositioning shelves, building new shelf units, and more

04/15 - 10/15

Store Associate / Cashier

7 - Eleven, Niagara Falls, NY

- Cashed out customers and their orders using cash registers and/or credit card machines
- Assisted customers to find and select items in the store
- Resolved customer issues to customers' complete satisfaction
- Operated and printed Lotto tickets for customers
- Performed inventory control and generated reports for upper management
- Balanced the cash drawer of the register, reconciling receipts against money/credit card orders taken in
- Stocked shelves and coolers with shipments of products as necessary

01/14 - 12/14

Crew Member / Cashier

Mighty Taco, Lockport, NY

- Opened and closed the store depending on shift
- Greeted customers in a fast-paced setting and assisted them with their food and beverage orders using credit card readers and cash registers
- Manned the drive-thru window maintaining low drive-thru wait times
- Degreased and cleaned all kitchen equipment as needed

01/11 - 01/13

Crew Member

McDonald's, Buffalo, NY

- Prepared food and cooked using grills, fryers, and microwaves
- Kept shelves properly stocked with supplies and food
- Kept all work areas organized and clean and sanitized, including degreasing equipment

01/06 - 01/11

Server / Host

Applebee's, Michigan City, IN

- Greeted and seated customers, took orders for drinks and food, and cashed them out using credit card readers and cash registers, maintaining balanced drawers
- Brought food and drinks to patrons and followed up on any special requests
- Operated POS systems, credit card readers, and cash registers, cashing-out patrons' bills, and maintaining balanced drawers

EDUCATION and TRAINING

Diploma, 2005

Michigan City High School, Michigan City, IN