

RESUME ID #109

OBJECTIVE:

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

SUMMARY OF QUALIFICATIONS:

- Over 3 years' experience in sales and providing uncompromising highest standards of customer service in several settings including retail, pharmaceutical sales, hospitality, and human services, assisting customers with their product/service selections, negotiating pricing and terms, offering intelligent options/solutions customized to individual needs, and resolving issues to their complete satisfaction
- Over 1 ½ years' experience in a secretarial/administrative roles with a community service office, answering phones in a front desk setting, routing callers to appropriate individuals, greeting and assisting customers visiting the office, filing, coordinating and scheduling meetings for customers who wanted to take advantage various county programs including weatherization, daycare, housing subsidies, food pantry, and more
- Operates multi-line phone systems, copiers, scanners, printers, fax machines, etc.
- Strong communications, math, analytical, learns new systems quickly, and problem-solving skills
- Multi-tasks effectively, learns and completes all projects/assignments on-time or ahead of schedule
- Experienced using computers, Windows, Mac, MS Office, proprietary software, Internet research, and email
- Types 40+ WPM, accurately
- Works well independently or collaboratively in a team environment

PROFESSIONAL EXPERIENCE:

08/2017 - Present

Security Officer

G4S Secure Solutions US Inc., Niagara Falls, New York

- Stationed at the Amtrak train station and the Department of Public Works in Niagara Falls. positioned in various key strategic areas of the properties, to ensure safety and well-being of all personnel, visitors, protecting the buildings, and preventing unauthorized individuals from entering
- Monitors individuals entering and leaving the premises to ensure safety and deter unauthorized access to the building, providing a security presence as needed
- Monitors all alarm systems throughout the building, and responds to determine the nature and validity any alarm, collaborating with other departments as needed, including municipal law enforcement and fire departments
- Monitors anyone entering or exiting buildings and oversees all parking lot activities
- Warns individuals of rules violations and evicts violators from premises
- Escorts individuals to specified facility locations to ensure their security
- Inspects security systems, facilities, supplies, and equipment to ensure conformance with standards and guards against any kind of tampering
- Makes random rounds/checks and reports any unusual or suspicious situations to superiors and keeps detailed logs

09/2007 - 01/2008

Customer Service / Cashier

Tina's Hallmark, Niagara Falls, New York

- Greeted customers, assisted them with their product selections and locating hard-to-find items, and cashed-out their merchandise using credit card readers and cash registers
- Restocked shelves and organized merchandise regularly
- Opened and closed the store and balanced cash register drawers
- Handled return items and resolved all customer issues to their complete satisfaction

07/2007 - 09/2007

Marketing Representative

Seneca Niagara Casino & Hotel, Niagara Falls, New York

- Welcomed patrons and explained the features and benefits of obtaining and using the Player's Club Cards
- Maintained and updated patron account information such as contact information, pin codes, comp points, and lost cards into a computer database
- Explained and answered questions concerning special promotions, events, general property information, and more
- Assisted administering various promotions, informing patrons and, sometimes, distributing gifts, gift cards, etc.
- Answered calls and secured hotel reservations for guests

02/2005 - 09/2006

Customer Service Representative

TeleTech Holdings, LLC, Niagara Falls, New York

- Answered inbound calls from customers of Verizon to service existing wireless communications accounts, billing, troubleshooting connectivity problems, and sold upgrades to latest technology phones

09/1999 - 03/2001

Sales Representative

The Schwartz Group, Niagara Falls, New York

- Responsible for sales of generic pharmaceuticals to pharmacies throughout the United States
- Surpassed sales quotas regularly

EDUCATION, TRAINING & ACHIEVEMENTS:

Office Skills Training, 2010

A4TD, Niagara Falls, New York

Medical Office Procedures (course studies), 2010

Cheryl Fell's School of Business, Niagara Falls, New York

Diploma

Akron Central High School, Akron, New York