

Profile Summary

Motivated and result-oriented professional with over 20 years of customer service experience. Proven ability to establish rapport with clients and customers utilizing positive interpersonal communication. Optimized and consistently displayed skills that contributed to the success and mission of the company. Reliable and driven individual who possesses detail oriented, problem solving, strong time management and prioritization characteristics.

Key Proficiencies

- Ability to Demonstrate Leadership Skills in conjunction with Teamwork
- Excellent Time Management
- Ability to Work Under Pressure
- Adept to De-escalation Techniques/ Conflict Resolution
- Punctuality
- Willingness To Learn/Adaptability

Education

STAR INSTITUTE - Philadelphia, PA
Nursing Assistant Certification, 1997

JULES E. MASTBAUM AREA VOCATIONAL TECHNICAL SCHOOL - Philadelphia, PA
High School Diploma, 1992

Career Experience:

SENIOR NIGHT AUDITOR/FRONT DESK AGENT– NESHAMINY INN, BENSALEM, PA (2013 - Present)

Proficient in the property management software Resort Data Processing (RDP)

Responsible for balancing the daytime revenue and expense transactions

Responsible for the overall overnight operations

Performs all duties of the front desk agent which includes, but is not limited to, being the first point of contact, registering and booking guests while accommodating any special needs or requests, exhibiting excellent customer service and phone communication

General computer skills with Excel and Word.

Worked all 3 shifts.

ASST MANAGER/SERVER – MICHEAL'S FAMILY RESTURANT, PHILADELPHIA, PA (2005 - 2013)

Performed managerial duties such as making shift schedules, and addressing and resolving employee problems or concerns

Responsible for greeting customers, bringing food orders and drinks to the tables, and taking payment

PERSONAL CARE – HOME CARE FOR PRIVATE CARE OF A LOVE ONE, PHILADELPHIA, PA (2000 - 2004)

Monitored patient condition by observing physical and mental condition, intake and output, and exercise. Supported patients by providing housekeeping and laundry services; shopping for food and other household

requirements; preparing and serving meals and snacks; running errands, paying bills, feeding, bathing and overall general care

Volunteer and Community Work

ANGELS IN MOTION (A.I.M.)

◆ Bakes homemade cookies and prepares meals for the homeless living on the streets of Kensington