

Egenia Volcy

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Qualifications Summary

I have more than 5 years of experience as customer service, also hard working and dedicated, with strong leadership skills. I am familiar with the pace of highly competitive environments, as well as dynamic in both call center and retail store settings. I have proven to be a great team player who is extremely self motivated with strong communication and customer service skills.

Experience

Bus Escort, Leesel Transportation Corp.

2016-Present

- Assists bus driver for the purpose of handling emergency situations until the driver can take over.
- Assists special education students and other passengers for the purpose of providing safe loading and unloading from buses during normal transport and emergency situations.
- Monitors students with special needs until released to teacher, instructional assistant, parent, etc. for the purpose of ensuring the safe

transportation of all passengers.



- Prepares reports for the purpose of documenting activities, providing written reference, conveying information, and/or complying with established guidelines.
- Reports observations and/or incidents for the purpose of communicating information to appropriate personnel for their action.
- Secures students and/or their equipment (e.g. restraints, checks wheel chair tie downs, seat belts, opens ramp, etc.) for the purpose of ensuring the safety and well-being of students.
- Attends in meetings,

in-service training, workshops, etc. for the purpose of gathering information required to perform job functions. Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Drivers helper, United Postal Service

2012-2015

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- Lift, lower, push, pull, leverage and manipulate equipment and/or packages up to 130 inches combined length and girth, and up to 48 inches long, and occasionally weighing up to

70 pounds; average weight of 12 pounds

- Assist in moving packages up to 150 lbs.
- Lift packages to heights above the shoulder and lower packages to foot level
- Grasp, reach, and maintain control of activities associated with delivering and picking up packages

See, hear, and communicate with sufficient capability to perform assigned tasks and maintain proper job safety conditions and communicate with the public

- Maintain an acceptable work pace
- Work in an environment that will

contain:

- variable temperatures and humidity (climatic conditions)
- exposure to dust, dirt, and noise

Clerk, Closeout Connection

2008-2012

- Count monies in cash drawers at the beginning and end of shifts to ensure accurate amounts and adequate change available during the work shift, compute and record totals of transactions

- Promote store sales to each customer
- Maintaining cashier station, restocking grocery bags, straightening candy and magazine isles in the checkout lane, refilling receipt tape dispensers in register
- Retrieve shopping carts from parking lot so they are available for customers entering the store
- Assist with duties in other areas of the store, stock shelves, mark prices on shelves

and items

Education

High School diploma, 2009
Prospect Heights Campus,
Brooklyn, NY

Skills

40WPM

Experience with Microsoft
office(word& excel)

Excellent communication
skills

MS Word, Power Point,
Internet search