

INSERT NAME

FOCUS

Sales Associate
NY State Licensed Security Guard
Administrative Support
Merchandizing
Customer Service
Revenue Sales

TECHNICAL SKILLS

Microsoft Outlook
Gmail
Windows 7 & 8.1
MS Word
MS Powerpoint

ACADEMICS

Human Services, BS
***May 2016**
New York City College of
Technology
Brooklyn, NY

CJL Security Services
16-hour On the Job Training
Course for Certification
Brooklyn, NY

**New York State Security
Guard License**

SNAPSHOT

An experienced associate with administrative and customer engagement background driving revenue to small businesses. Providing effective transparent communication outlining products/services being offered.

BACKGROUND

Home Depot

Sales Specialist - Flooring

3/2015– present

- Department and product knowledge on flooring, providing essential information to customers by setting up measurements, providing pricing quotes and processing order upgrades to ensure a \$20K monthly sales goal
- Making customer engagement the # 1 priority via in-store visits by providing merchandise details, escorting customers to appropriate departments and assisting with special service orders over the telephone
- Well versed on other departments including Kitchen & Bath, Millwork, Tool Rental, Hardware, Décor...

City Tech Bookstore & Cafe

Barista/Sales Associate

8/2010 – present

- Back-up support for Café coordinator managing food and supply inventories
- Develops rapport with customers and generate revenue by defining new and expanded services/products
- Prep food and beverages in the café and assist customers in ordering or locating books in the store
- Supervise and train new Baristas/Sales associate on safety and hygiene procedure outlined by the NYC Health Department
- Keeps equipment operating by following operating instructions; troubleshooting breakdowns; maintaining supplies; performing preventive maintenance; calling for repairs

Global Contact Services (GCS) Access-a-Ride Call Center

Customer Care Agent

6/2015 – 9/2015

- First line responder for incoming passenger calls when requesting assistance in transportation and making appointments
- Data entry of passenger information into reservation database

City of New York Park and Recreation Department

Seasonal Maintenance Worker

1/2008 – 1/2015

- Certified in using various types of tools to maintain the grounds of parks throughout NYC
- Responsible for following all procedures and guidelines related to safety, safe operation of equipment and equipment maintenance tasks
- Conduct outdoor repair tasks and new equipment orders as needed