

Summary

While I have held a variety of jobs, my true passion relies in all things water and education related. I am currently in school for biological science because I love exploring all life on earth, especially in the water. I obtained my PADI Advanced Open Water dive certification because it allows me to explore a whole new environment. I am passionate about helping children explore the water and learn about the amazing creatures on this earth.

Skills

- Swimming lessons
- Full safety compliance
- Pool policies enforcement
- Lifeguard procedures
- Attention to detail
- Emergency response
- Equipment management
- Professional development
- Problem resolution
- Strong client relations
- Communication
- Team player
- Program management
- Fast learner
- Dedicated
- AED certification
- Microsoft Office
- CPR and First Aid certified

Experience

Guest Advocate, 08/2019 to 10/2019

Krystal – Cartersville, GA

- Handled payment processing duties and provided customers with receipts and proper bills and change.
- Guaranteed guest satisfaction and positive experience through genuine, enthusiastic and friendly interactions.
- Helped customers find specific products, answering questions and offering advice.
- Trained new team members in cash register operation, stock procedures and customer service.
- Troubleshoot and resolved issues with cash registers, card scanners and printers.
- Read weekly sales inserts and tracked changing prices to remain up-to-date on store promotions.

Cashier, 02/2019 to 07/2019

Lyon Living – Campbell, CA

- Observed company return policy when processing refunds, including inspecting merchandise for wear or damage.
- Wiped down counters and conveyor belt to remove debris and maintain cleanliness.
- Processed returned items in accordance with store policy.
- Welcomed customers, offering assistance to help find necessary store items.
- Helped customers find specific products, answering questions and offering advice.
- Trained new team members in cash register operation, stock procedures and customer service.
- Drove sales and add-on purchases by promoting specific item options to customers.
- Read weekly sales inserts and tracked changing prices to remain up-to-date on store promotions.
- Troubleshoot and resolved issues with cash registers, card scanners and printers.
- Learned roles of other departments to provide coverage and keep store operational.
- Properly verified customer identification for alcohol or tobacco purchases.
- Processed customer payments quickly and returned exact change and receipts.
- Worked closely with front-end staff to assist customers.
- Maintained high productivity by efficiently processing cash, credit, debit and voucher program payments for customers.

Assistant Manager, 03/2017 to 07/2018

Subway – City, STATE

- Enforced company policies and procedures to strengthen operational standards across departments.
- Coached and mentored employees by delivering training, guidance and performance monitoring.
- Provided leadership and direction for employees, supervising activities to drive productivity and efficiency.
- Enhanced sales by implementing merchandising and promotional improvements.
- Maintained positive work ethic and commitment to providing excellent service to improve operations efficiency and customer satisfaction.
- Delegated daily tasks to team members to optimize team productivity.
- Completed daily recovery tasks to keep areas clean and neat for maximum efficiency.
- Processed customer payments quickly and returned exact change and receipts.
- Completing end-of-day counts and securing funds to prevent loss or theft.
- Troubleshoot and resolved issues with cash registers, card scanners and printers.

Lifeguard, Swim Instructor, After-School Care, 07/2014 to 11/2016

YMCA – City, STATE

- Kept equipment in good working order with frequent inspections and minor repairs.
- Updated logs detailing weather conditions, treatments provided and incident information to keep management informed of activities.
- Consistently complied with pool regulations and policies while encouraging staff to adhere to guidelines.
- Maintained neat and clean pool area and clean water at all times.
- Routinely completed safety update training and ensured all patrons followed safety rules.
- Patrolled pool areas to identify anyone in need of assistance and provide immediate care.
- Led swimmer instructional lessons with participants of varying ages to share optimal swim techniques and build strength.
- Monitored behaviors for safety violations and took steps to prevent further violations.
- Contacted emergency personnel and provided aid while waiting for further assistance.
- Kept watch over swimmers to ensure fast response when distress situations arose.
- Maintained strong proficiency in CPR, First Aid, oxygen and water rescue techniques to provide optimal support to individuals in distress.
- Garnered valuable advice to new swimmers on specific techniques and provided tips on building strength.
- Reminded patrons to walk carefully and avoid running around or near pool edges to prevent falls.
- Alerted patrons to immediate storm conditions by directing them to exit water immediately.
- Logged one to two chemical readings per shift to keep pool water at safe levels and avoid potential for illness among patrons.
- Encouraged students to practice swimming strokes to improve technique and skills.
- Engaged with students to help them acclimate to and become comfortable in pool.
- Demonstrated freestyle and breast swimming strokes through repetition and proper positioning.
- Documented each student's progress and gave constructive feedback for areas that could be improved.
- Communicated effectively with coaches and fellow athletes, including organizing meetings.

Education and Training

Bachelor of Science: Applied Biological Science

Arizona State University - Tempe, AZ

Associate of Arts: 08/2019

Stark State College - Canton, OH

Certifications

- PADI Advanced Open Water Diver
- Emergency First Responce -CPR, First Aid, and AED