

Summary

Helpful Customer Experience Agent passionate about delivering exceptional customer service to promote loyal business. Pleasant demeanor and excellent problem-solving skills. Dedicated to researching and identifying complete and lasting solutions to customer problems.

Enthusiastic individual with superior skills in working in both team-based and independent capacities. Bringing strong work ethic and excellent organizational skills to any setting. Excited to begin new challenge with successful team.

Skills

- Merchandise restocking
 - Customer Service
 - Product recommendations
 - Issue resolution
 - Customer greeting
 - ID verification
 - Returns and exchanges
 - Credit and cash transactions
 - Customer assistance
 - Training and mentoring
 - Cash register operation
 - Liquor regulations and compliance
 - Payment processing
 - Cash management
 - Building guest relationships
 - Guest teaching
- Guest observations
 - Guest safety
 - Guest service and assistance
 - Guest service
 - Delivering orders to guests
 - Developing rapport with guests
 - Guest interaction
 - Guest satisfaction
 - Guest and client satisfaction
 - Guest communication
 - Anticipating guest needs
 - Guest relations expertise
 - Greeting guests
 - Guest liaison
 - Guest conflict resolution
 - Guest assistance

Experience

Guest Advocate, 10/2017 to 02/2020
Witt O'brien's – Washington, DC

Effectively communicated with guests the benefits of Redcard. created a "EFFECTIVE COMMUNICATION OF REDCARD" training program that was utilized to train new guest service advocates.

Consistently sold Redcards averaging 2 per day at a minimum and 10 maximum on busy shifts.

Became proficient with register and learned all new changes to the job as directed by my team leader

Vice President of Human Resources, 01/1993 to 06/1996
Witt O'brien's – Miami, FL

- Analyzed compensation and benefits policies to develop modifications and establish competitive programs.
- Reduced accidents in workplace by being proactive with prevention by implementing safety policies and procedures.
- Created and implemented highly effective and individualized human resource solutions for clients.
- Advised managers on strategies for improving policy enforcement and eliminating any concerning behaviors or legal concerns.
- Liaised between management and employees.

- Conducted research to maintain up-to-date knowledge of relevant legislation and regulations and promote compliance with requirements.
- Identified and solved complex strategy problems that impact management and business direction.
- Executed strong negotiation skills to be able to see both sides and work to reach agreements that satisfy both parties.
- Executed integrated recruiting campaign across multiple media channels.
- Secured optimal productivity by supervising 6 employees on staffing and recruiting administrative, operational and clerical functions.
- Ensured legal compliance by maintaining all applicable state and federal requirements and provided representation at hearings.

Vice President of Human Resources, 01/1986 to 05/1993
CALGENE (BIO-TECH PROGRAM) – City, STATE

- Executed strong negotiation skills to be able to see both sides and work to reach agreements that satisfy both parties.
- Negotiated collective bargaining agreements with labor unions, factoring in company profit and operational requirements to achieve favorable outcomes.
- Transformed underperforming and overstaffed department into trimmed-down and well organized staff.
- Reduced workers compensation claims by implementing strong return to work policy.
- Eliminated discrimination and harassment risks by investigating internal and EEOC charges for corrective action.
- Evaluated and updated compensation strategies to offer competitive employment packages and attract top-notch talent.
- Fostered positive employee attitudes toward organizational objectives through effective orientations and townhall meeting systems.

- Maximized HR efficiencies and maintained compliance with operational functions by performing background investigations, employment interviews, requisition posting, budgeting, statistical reporting, confidential document control and protocol development.
- Executed integrated recruiting campaign across multiple media channels.
- Improved operational efficiencies and tracking by creating filing systems to maintain confidential employee documents and reports.
- Advised managers on strategies for improving policy enforcement and eliminating any concerning behaviors or legal concerns.
- Crafted leadership development programs personalized to each area to challenge and advance current leaders.
- Created and implemented highly effective and individualized human resource solutions for clients.
- Diminished regulatory risks by managing random monthly drug testing for employees to ensure compliance adherence.
- Projected employment needs and devised strategies to meet targets.
- Identified vacancies in staff, supported recruiting process and interviewed prospective personnel.
- Reduced accidents in workplace by being proactive with prevention by implementing safety policies and procedures.
- Boosted staff morale by resolving personnel and management inquiries on new hire activities or ongoing employee relation issues
- Supervised and coordinated activities of human resources staff, delegating tasks relating to employment, compensation and employee relations.
- Identified and solved complex strategy problems that impact management and business direction.
- Facilitated new hire on-boarding program by scheduling training initiatives, resolving issues and processing paperwork.
- Identified vacancies and recruited and hired applicants to fill positions in variety of departments.
- Conducted employee performance reviews to access strengths and weaknesses, keeping feedback positive and constructive.
- Launched wellness plans to reduce stress, boost morale and increase productivity.

Education and Training

MBA: Human Resources, 1996
National University - La Jolla, CA

Master of Arts: Human Behavior, 1995
National University - La Jolla, CA