

Professional Summary

Experienced Self employment in design with over 4 years of experience in custom designing and shirt making. Excellent reputation for resolving problems and improving customer satisfaction.

Skills

- Illustration
  - Originality
  - Project presentations
  - Tech-savvy
  - Vendor relationships
  - Superb eye for detail
  - Creative Design Layouts
- Teamwork skills
  - Ability to effectively plan
  - Teamwork
  - Teambuilding
  - Customer Service
  - Critical thinking
  - Good telephone etiquette

Work History

Designer, 10/2020 to Current

Adtheorent – New York, NY

- Gathered and bought all materials needed to successfully complete projects, including Tshirts and decals.
- Prepared a variety of different written communications, reports and documents to ensure smooth operations.
- Monitored all company inventory to ensure stock levels and databases were updated.
- Used coordination and planning skills to achieve results according to schedule.
- Exceeded goals through effective task prioritization and great work ethic.

Customer Service Cashier, 06/2014 to 08/2015

Kroger – Mesquite, TX

- Maintained customer satisfaction while handling product returns quickly and professionally.
- Resolved customer complaints and maintained clean and tidy checkout area.
- Restocked and organized merchandise in front lanes.
- Maintained current knowledge of store promotions and highlighted sales to customers.
- Processed accurate and efficient sales and return transactions to facilitate customer satisfaction.
- Handled approximately 100 daily credit and cash transactions for customers with accuracy and speed.
- Counted money in drawers at beginning and end of each shift.
- Maintained reports of transactions and greeted customers when entering and leaving establishment.
- Verified deactivation and removal of Electronic Article Surveillance Tags from products at point of sale.
- Assisted customers with locating and choosing merchandise in any store department.
- Reconciled cash drawer at start and end of each shift, accounting for errors and resolving discrepancies.
- Provided expertise on products, including demonstrating features, answering questions, and redirecting objections to highlight positive aspects.
- Maintained accurate system inventory by correctly inputting data changes.
- Quickly and accurately counted drawers at start and end of each shift.
- Performed cash, card and check transactions to complete customer purchases.
- Checked identification for proof-of-age for alcohol and tobacco sales.
- Used POS system to enter orders, process payments, and issue receipts.
- Set up new sales displays each week

Kitchen Manager, 02/2009 to 01/2014

Cinemark – Columbus, OH

- Created and deployed successful strategies to boost restaurant performance, streamline food prep processes and increase efficiency in different areas.
- Scheduled and received food and beverage deliveries, adhering to food cost and budget.
- Applied knowledge of previous supply needs and forecasted business levels to estimate required supplies.
- Maximized quality assurance by completing frequent checks of line.
- Helped general management develop prices based on inventory costs and portion sizes.
- Resolved challenging customer complaints to full satisfaction, promoting brand loyalty and maximizing repeat business.
- Purchased food and cultivated strong vendor relationships.
- Checked and tested foods to verify quality and temperature.
- Inspected kitchens to observe food preparation quality and service, food appearance and cleanliness of production and service areas.
- Coordinated and organized all restaurant inventory.
- Continuously evaluated business operations to effectively align workflows for optimal area coverage and customer satisfaction.
- Maintained kitchen cleanliness and sanitation through correct procedures and scheduled cleaning of surfaces and equipment.
- Wiped down counters using sanitizing spray to prevent cross-contamination among food items.
- Spearheaded regular maintenance and repair operations to keep building and equipment in peak condition.

Cashier , 02/2004 to 01/2009

Regal Cinemas Corporation – Hyannis, MA

- Restocked and organized merchandise in front lanes.
- Answered questions about store policies and addressed customer concerns.
- Maintained current knowledge of store promotions and highlighted sales to customers.
- Operated cash register for cash, check and credit card transactions with excellent accuracy levels.
- Reconciled cash drawer at start and end of each shift, accounting for errors and resolving discrepancies.
- Arranged paper and electronic payment records to maintain well-organized fill systems and recordkeeping compliance.
- Promoted customer loyalty and consistent sales by delivering friendly service and knowledgeable assistance.
- Worked closely with shift manager to solve problems and handle customer concerns.
- Prepared beverages and filled food orders for customers.
- Operated cash register to record all transactions accurately and efficiently.
- Performed cash, card and check transactions to complete customer purchases.
- Quickly and accurately counted drawers at start and end of each shift.

Education

GED: 12/2008

Dade County High School - Trenton, GA