

Summary

Ambitious student pursuing a Linguistics major in American Sign Language and Mandarin Associates of Arts degree, eager to contribute developed knowledge with administrative and restaurant experience. Adaptable and driven with strong work ethic and ability to thrive in team-based or individually motivated settings.

Skills

- Recordkeeping and bookkeeping
- Excel spreadsheets
- Data entry documentation
- Microsoft
- Memo preparation
- Data organization
- Credit and cash transactions
- Customer assistance
- Cash counting machine operations
- Merchandise restocking
- Training and mentoring
- Cleaning and organization
- Multitasking
- Foodservice sanitation
- Focused and disciplined
- Food preparation

Experience

Aviation Support Equipment Technician, 12/2015 to 12/2019

Wellpath – Missoula, MT

- Planned, organized and executed daily maintenance tasks.
- Serviced and repaired air conditioning and refrigeration systems.
- Inspected and repaired ground equipment and automotives.
- Troubleshoot and repaired both gasoline and diesel engine systems.
- Verified operation of office equipment by completing preventive maintenance requirements and calling for repairs.
- Directed customer communication to appropriate department personnel.
- Coordinated project materials by managing physical and digital files, monitoring spreadsheets and updating reports.
- Developed administrative processes to achieve organizational objectives and improve office efficiency.
- Reviewed and suggested improvements for diverse range of documentation, including interoffice correspondence, reports and presentations.
- Organized and maintained filing and document management systems by coordinating, archiving and purging files.
- Handled management of communication to executives by taking and making telephone calls, reviewing and prioritizing mail and composing and typing correspondence.

Administrative Assistant, 02/2014 to 06/2015

Amazon Workforce Staffing – Richmond, CA

- Directed customer communication to appropriate department personnel.
- Coordinated project materials by managing physical and digital files, monitoring spreadsheets and updating reports.
- Maintained inventory in supply closet to prevent shortages.
- Prepared packages for shipment by generating invoices and setting up courier deliveries.
- Developed administrative processes to achieve organizational objectives and improve office efficiency.
- Reviewed and suggested improvements for diverse range of documentation, including interoffice correspondence, reports and presentations.
- Organized and maintained filing and document management systems by coordinating, archiving and purging files.
- Handled management of communication to executives by taking and making telephone calls, reviewing and prioritizing mail and composing and typing correspondence.
- Entered invoice data into company database and updated details, including customer contacts and delivery dates to keep information current.
- Tracked and submitted employee timesheets to accounting department for payroll processing.

Team Member, 08/2009 to 02/2014

Whataburger – City, STATE

- Followed all restaurant guidelines in regards to food safety and hygiene to prevent illness.
- Assisted at drive-thru window by swiftly handling cash and credit card transactions.
- Navigated job responsibilities and completed regular tasks by interacting effectively with other employees.
- Upsold items to paying customers, including [Food item] and [Food item], which helped to boost shift revenues.
- Cleaned counters and common areas to minimize spread of germs.
- Entered customer food orders into computer system.
- Stocked condiments, toppings and other food items during slow hours to avoid dashing to kitchen during peak times.
- Collected money, made change and counted out register at end of shift.
- Refreshed inventory supplies for drink and napkin stations.
- Provided items requested by customers, including sauces and drink refills.
- Operated POS terminals to input orders, split bills and calculate totals.
- Used proper cleaning supplies and methods to disinfect counters where raw meat, poultry, fish and eggs had been prepared.
- Conducted daily inspections and maintained food sanitation and kitchen equipment safety reports.
- Followed proper food handling methods and maintained correct temperature of food products resulting in consistently high scores on health inspections.
- Helped other staff members complete job tasks during peak times to keep kitchen running efficiently.
- Chopped vegetables and seasoned meats and fish in preparation for grilling, sautéing and braising.
- Weighed, measured and mixed ingredients, following recipes to produce quality dishes.
- Trained new team members on proper meat and vegetable preparation techniques.
- Promoted specific item options to drive sales and achieve add-on purchases.
- Processed efficient and accurate cash, check, debit, and credit card payments using Point-of-Sale system.
- Trained new team members in cash register operation, stock procedures and customer service.
- Processed customer payments quickly and returned exact change and receipts.
- Stayed up to date on current item discounts to support promotions.

Education and Training

Associate of Arts: Linguistics of Sign Language, 06/2022

Everett Community College - Everett, WA