

Paris Allen

611 Southern Avenue #201
Oxon Hill, MD 20745
MOBILE: (240) 350-5570

Objective

Organized, independent worker with strong time management skills. Detail-oriented and able to learn new tasks quickly and effectively.

Education

Eleanor Roosevelt High School

Graduate Class of '10

- Won certificate for Best Business Plan Showcase
- Honor Student – 3.85 GPA
- Awarded certificate for Outstanding Artistic Achievement
(Artwork displayed at BWI Thurgood Marshall Airport and Maryland Hall for Creative Arts)

Experience

Silver Diner – (Waitress)

09/2012 – Present

- Assisted guests with making menu choices in an informative and helpful fashion.
- Maintained knowledge of current menu items, garnishes, ingredients and preparation methods.
- Delivered exceptional, friendly and fast service.
- Regularly checked on guests to ensure satisfaction with each food course and beverages.
- Skillfully anticipated and addressed guests' service needs.
- Accurately recorded orders and partnered with team members to serve food and beverages that exceeded guests' expectations.

Classic Concierge – (On-call Concierge)

09/2013 – 04/2014

- Managed the receptionist area, including greeting visitors and responding to telephone and in-person requests for information.
- Maintained the front desk and reception area in a neat and organized fashion.
- Served as central point of contact for all outside vendors needing to gain access to the building.
- Dispersed incoming mail to correct recipients throughout the building.
- Facilitated working relationships with co-tenants and building management.

Planned Companies – (Concierge)

01/2013 – 04/2013

- Made copies, sent faxes and handled all incoming and outgoing correspondence.
- Supplied key cards and building access to employees and visitors.
- Received and distributed faxes and mail in a timely manner.
- Cross-trained and provided back-up for other concierges when needed.
- Guaranteed positive customer experiences and resolved all customer complaints.

Staples – (Customer Service Representative)

08/2011 – 01/2013

- Assessed customer needs and responded to questions.
- Cleaned and straightened work area.
- Issued receipts for purchases and gifts.
- Worked with customer service to resolve issues.
- Provided professional and courteous service at all times.
- Operated cash register with proficiency.