

Destiny Maes

People-oriented, outstanding communication skills, And ability to Win over a crowd

Las Vegas, NV 89123

Destinydmaes@gmail.com

7252188726

Professional with 7+ years experience in helping customers while ensuring that sales goals are met.

Ability to work in high-volume fast-paced environments. All while being an amazing team player as well

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Youth Advocate/ Mentors

Youth Advocate Programs, Inc. - Las Vegas, NV

May 2020 to Present

- Act as an Advocate for youth and families assigned to caseload.
- Provide on-going assessment of needs for youth.
- Provide intensive supervision/monitoring.
- Assist in the coordination of services for youth/families assigned to caseload.
- Responsible for the overall Community Resource Development of youth/families.
- Coordinate meetings with service providers and schools.
- Provide Transportation services.
- Provide intensive wrap-around services to ensure the youth does not recidivate.
- Report on youths' progress to the Court and follow-up on recommendations.
- Ensure continuity of care and service delivery for youth/families.
- Responsible for the development of weekly progress reports.
- Maintain files on all youth.
- Maintain progress notes on each youth.
- Attend weekly staff meeting.
- Attend weekly supervision.
- Assist supervisor in monthly reporting requirements.
- Ensure safety of youth assigned to caseload.

Appraisal Assistant

Legacy Appraisal Group - Las Vegas, NV

October 2020 to April 2021

- Handled high volume calls
- Schedule appointments and update event calendars
- Handle incoming and outgoing mail and faxes
- Prepare memos, invoices, reports and documents
- market research and information gathering to help the appraiser make a proper estimate on the value of a commercial or residential building a client wants to sell
- Using internet searches and requesting property and home sale records from municipal and county departments

- Collect relevant data and develop an initial appraisal for management
- Scheduled meetings and inspections with clients, and management
- Familiar with computer programs such as (Total, Accessors page, Matrix/ GLVAR, AMC appraisal orders and clients, FHA loans, New Construction, appraisals, MLS and Tax sheets, Microsoft word, google sheets (pulling comparables), ETC.
- Leadership

Guest Service Ambassador

Galleria at Sunset - Henderson, NV

April 2018 to April 2020

- Responsible for supporting the front desk operations
- Assisting guests with their needs, and handling guests' inquiries
- Entertained children and adults while driving the Trolley

Rental Sales Agent/ Greeter

Budget rent a car - Las Vegas, NV

January 2019 to March 2020

- Handles customer rentals
- Ensures the vehicles are well maintained and in good condition.
- Communicates with the driver in order to coordinate customer pickups
- assist the customers in their queries and complaints/ completes necessary information to the customers
- Excellent verbal and written communication skills

Armed Security Guard Supervisor

CSC (Corporation Service Company)

June 2015 to May 2018

- Security for special events (EDC, Life is Beautiful, Nascar... Etc)
- Pat downs, bag searches, gave directions
- Dealt with stressful situations and handled them according to my training
- Secured and patrolled assigned areas, protected the premises during an event by completing activities like looking for signs of crime, identifying trespassers, apprehending criminals, reporting suspicious incidents
- Watched images registered by surveillance cameras
- Performed first aid when necessary

Education

High school diploma

Adolfo Camarillo High School - Camarillo, CA

September 2012 to June 2014

Diploma

Skills

- Customer support

- Deep learning
- Leadership
- people skills
- Time management
- Organizational skills
- Computer skills
- Market Research
- Restaurant experience (2 years)
- Serving (2 years)
- Barista experience (1 year)
- Host/hostess experience (1 year)
- Supervising experience (4 years)
- Food service (5 years)
- Mentoring

Assessments

Customer focus & orientation — Proficient

June 2019

Responding to customer situations with sensitivity.

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.