



HARRY TORRES

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Summary

Hardworking employee with customer service, multitasking and time management abilities. Devoted to giving every customer a positive and memorable experience.

Skills

- Prioritizing Work
- Information Confidentiality
- Data Entry
- Organizing and Categorizing (ex: filing)
- Verbal and Written Communication
- Customer Service
- Clerical Support
- Mail Management
- Time Management & multitasking
- Team Collaboration
- Flexible and Adaptable
- Creative Thinking
- Google Drive
- Microsoft Office
- Attention to detail
- Problem Solving
- Self-Motivated

Experience

Trivium Of New York | Brooklyn, NY
Office Clerk
01/2022 - 02/2023

- Organized files, developed spreadsheets, faxed reports and scanned documents to improve organizational workflow.
- Strictly adhered to confidentiality protocol regarding client information and documents.
- Delivered helpful and kind customer service to guests, maintaining composure in stressful situations to maximize customer satisfaction.
- Supported office clerical functions using word processing and other software, email and office machines.
- Managed client communication, scanning documents and distribution of mail.
- Kept office records organized and supplies well-stocked for optimal team performance.
- Directed clients and guests to correct departments, rooms and staff members.
- Transcribed documents and maintained high levels of accuracy.
- Offered diverse clerical support to office team members, managed correspondence, answered telephone calls and tracked documentation.
- Collected various documents to prepare for filing, storage and processing.
- Enhanced recordkeeping storage space and usability by reorganizing physical filing systems.
- Maintained business records by updating customer information.
- Greeted visitors or callers to handle questions or direct to appropriate staff.
- Created, updated and maintained detailed documents, charts and spreadsheets to sort company information.
- Contacted customers regarding account updates and potential problems.

IPic Theaters | Manhattan, NY

Server Assistant

11/2021 - 02/2022

- Worked in close collaboration with team members to ensure customers received high-quality service.
- Welcomed guests with personable attitude and provided exceptional service to high volume of daily customers.
- Cleaned up spills and broken glassware and safely disposed of sharp pieces.
- Participated in ongoing training to enhance job skills and knowledge.
- Asked customers about meals to assess satisfaction and collect vital feedback.
- Complied with health and safety rules, regulations and procedures to maintain safe environment.
- Pushed wheeled carts to sort items at ware wash area.
- Filled and served various beverages for customers.
- Set up food and beverage trays and carts in anticipation of incoming orders.
- Carried food orders to specific restaurant tables and served guests.
- Effectively multitasked within fast-paced environment.
- Resolved guest complaints to maintain complete customer satisfaction.
- Communicated with hosts, bussers and kitchen staff to prepare for and serve customers.
- Wiped down tables and removed trash and dirty plates to provide clean, welcoming dining environment.
- Maintained adequate levels of linens, trays and silverware items for customers and performed washing and sanitation.

Education and Training

Aviation Career & Technical Education High School | Long Island City, NY

High School Diploma

06/2022

- Participated in Career & Tech education, from freshman to junior year.
- 2nd Baseman for Aviation Flyers, 2019 to 2021
- Mock Trial Member, 2019
- Language & composition AP Course