



JOSEPH MARCHBANKS

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SUMMARY

Motivated individual with business acumen and willingness to take on challenging tasks. Tech-savvy and quick learning with technical know-how, abilities to support and drive substantial growth. Strong work ethic, adaptability, and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills. Hardworking employee with customer service, multitasking and time management abilities. Devoted to giving every customer/client a positive and memorable experience. History of meeting company needs with consistent and organized practices. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand. Organized and eager to apply time management and organizational skills in various environments.

SKILLS

- Active Listening
- Adaptability
- Administrative skills
- Collaboration Talent
- Communication
- Computer Skills
- Conflict Resolution
- Experience in Leadership
- Expertise
- Critical Thinking
- Customer Service
- Detail Oriented
- Great Work Ethic
- Leadership Experience
- Management
- Microsoft Office
- Money Handling
- Organizational Skills
- Planning & Organizing
- Presentation Experience
- Problem Resolution
- Problem-Solving
- Proficient Writing
- QuickBooks
- Research Experience
- Technologically

EXPERIENCE

Business Intern / CNM Ingenuity - Albuquerque, NM

06/2022 - Current

- Maintained positive working relationship with fellow staff and management.
- Set specific goals for projects to measure progress and evaluate end results.
- Tracked project schedules and encouraged teams to complete tasks on time.
- Displayed strong telephone etiquette, effectively handling difficult calls.
- Attended and participated in meetings and brainstorming sessions with team members.
- Worked with team members to promote great customer service and pleasant work environment.
- Supported various program activities, assisting with administrative tasks.
- Maintained accurate records and files pertaining to departmental areas of responsibility.
- Created status reports on operational activities.
- Handled incoming and outgoing supplies and packages and routed to appropriate personnel.
- Identified needs of customers promptly and efficiently.
- Utilized document management system to organize company files, keeping up-to-date and easily accessible data.

- Supervised front counter operations, cash handling, transactions, and customer service tasks.
- Provided exceptional customer service and enthusiasm when assisting guests and responding to inquiries.
- Effectively resolved guest complaints and accepted new suggestions and recommendations.
- Followed safety and sanitation guidelines in accordance with local health regulations.
- Went above and beyond expectations by helping with various tasks to support teammates and provide customer service.
- Effectively multitasked within a fast-paced environment.
- Worked in close collaboration with team members to ensure customers received high-quality service.
- Maintained high standards of customer service during high-volume work shifts.
- Participated in ongoing training to enhance job skills and knowledge.
- Developed rapport with guests and assisted in generating repeat business.
- Maintained polite and professional demeanor to patrons to encourage inquiries and order placements.

Manager / La Placitas Dining Rooms - Albuquerque, NM

11/2018 - 11/2020

- Enforced customer service standards and resolved customer problems to uphold quality service.
- Trained employees on additional job duties to maintain coverage of roles.
- Assigned tasks to associates to fit skill levels and maximize team performance.
- Enhanced team member performance through use of strategic approaches, motivational coaching and training.
- Leveraged leadership skills to identify deficiencies and opportunities to improve policies, procedures and controls.
- Communicated company directives to associates and ensured all follow-up items were completed accurately.
- Offered training and support to keep team members motivated and working toward objectives.
- Kept work areas clean, neat and free of safety hazards to maximize efficiency.
- Motivated and empowered team members to build customer satisfaction and loyalty to support retention and growth.
- Assigned projects and distributed tasks to team members as per area of expertise.

EDUCATION AND TRAINING

Associate of Arts: Business
Central New Mexico Community College - Albuquerque, NM

Expected in 12/2023

Associate of Applied Science: Business Administration

04/2023

Central New Mexico Community College (CNM) - Albuquerque, NM

CERTIFICATIONS

Certificate in Business Administration

(April 2023)

Certificate in General Business
2022)

(December