

## IMPACT

### Highlights

Level-headed under pressure\*65 wpm\*Microsoft Office efficient\*Kind

### Experience

#### Impact

October 2014 to February 2015 Company Name - City , State

- Maintained up-to-date knowledge of store policies regarding payments, returns and exchanges.
- Prevented store losses using awareness, attention to detail and integrity.
- Worked as a team member performing cashier duties, product assistance and cleaning.
- Expressed appreciation and invited customers to return to the store.
- Assisted customers with store and product complaints.
- Guaranteed positive customer experiences and resolved customer complaints.
- Recommended, selected and helped locate merchandise based on customer needs and desires.
- Informed customers about sales and promotions in a friendly and engaging manner.
- Stocked and rotated inventory regularly.
- Organized the store by returning all merchandise to its proper place.
- Replenished merchandise shelves with items from the stockroom to ensure product availability for customers.
- Listened to customer needs and preferences to provide accurate advice.
- Maintained visually appealing and effective displays for the entire store while also keeping the showroom clean and maintained neat and orderly product displays.
- Retrieved alternate items and sizes on request.
- Built customer confidence by actively listening to their concerns and giving appropriate feedback.
- Delivered excellent customer service by greeting and immediately assisting each customer.

### Healthcare Specialist/Combat Medic

March 2013 to December 2015 Company Name - City , State

- Provided life support services during medical emergencies on scene and en route to the hospital.
- Maintained a state of readiness and alertness for all assignments.
- Collected pertinent information from the patient, family and friends, medical records and prescriptions.
- Rapidly assessed whether life threatening criteria was present and took immediate action.
- Initiated plans of care based on patient assessments.
- Completed all mandatory education and training classes.
- Interacted with patients, families, hospital staff and the general public.
- Evaluated patient care procedural changes for effectiveness.
- Actively maintained up-to-date knowledge of applicable state and Federal laws and regulations.
- Effective decision-maker in high-pressure environments.
- Frequently commended for maintaining the safety, respect and dignity of residents.
- Provided treatment within scope of practice as defined by state law.
- Coordinated with doctors and registered nurses to develop care plans for patients.
- Recorded patients' medical history, vital statistics and test results in medical records.
- Patrolled areas and allowed restricted area access for authorized personnel.
- Ensured proper care for victims of domestic violence who presented to urgent care clinic.
- Educated patients about their treatments.
- Instructed patients and family members on proper discharge care.
- Tested patients' blood glucose levels.
- Evaluated terrain and recorded topographical information.

### Crew Member

February 2015 to April 2015 Company Name - City , State

- Greeted all customers, recorded correct orders and performed cashiering duties including organizing register supplies.
- Effectively handled customer complaints and special requests, assessed customer needs and responded to questions, and worked with customer to resolve issues.
- Provided prompt, efficient, friendly, and quality service at all times.
- Accurately balanced cash register at all times.
- Cleaned restrooms, including scrubbing sinks, toilets, counter-tops and mirrors.
- Uncased new merchandise.
- Maintained a positive working relationship with fellow staff and management.
- Cleaned and straightened work area.
- Gathered and emptied trash and replaced liners
- Greeted all customers, recorded correct orders and performed cashiering duties.
- Bagged merchandise by following standard procedures.

#### Hostess

January 2016 Company Name - City , State

- Assisted co-workers in serving customers
- Cleaned bars, work areas, and tables
- Cleaned up spilled food, drink and broken dishes, and removed empty bottles and trash
- Gave suggestions on menu items and info on menu items in regards to customer's individual taste and any allergy concerns, and thanked customers
- Informed patrons of establishment specialties and features
- Greeted guests and sat them at tables or in waiting areas
- Inspected dining and serving areas to ensure cleanliness and proper setup
- Located items requested by customers
- Communicated with customers regarding orders, comments, and complaints
- Observed diners to anticipate any additional needs and respond to requests
- Provided guests with menus
- Removed trays and stacked dishes for return to kitchen
- Responded to resident or guest complaints regarding food or service
- Answered questions about menu selections and made recommendations when requested.
- Skillfully anticipated and addressed guests' service needs.
- Regularly inquired about member or guest satisfaction, anticipated additional needs and fulfilled further requests.
- Continually kept carpets and floor clear of debris.
- Maintained a professional tone at all times, including during peak rush hours.
- Received frequent customer compliments for going above and beyond normal duties.
- Facilitated prompt and accurate seating and service of all guests.
- Recorded guest comments or complaints, referring customers to managers as necessary.

#### Education

High School Diploma : May 2013 Jonesboro High School - City , State AFJROTC Drill Team Commander and Logistics Personnel\*Orchestra\*Administrative Office Aide\*Chess Club

#### Certifications

CPR Certified\*Always willing to learn something new

#### Skills

Administrative, ambulance, Basic, CPR Certified, first aid, inventory, life support, Logistics, Microsoft Office, Office, Personnel, Fast learner, sales, statistics, tables, 65 wpm