

DREW MENDEZ

3571 NW TREASURE COAST DR. JENSEN BEACH FL, 34957

(646)633-2926 DREW.MENDEZ@AOL.COM

**CAREER OBJECTIVE :**

Self-motivated college graduate looking for a position where I can make use of my customer service experience and leadership qualities while attaining the company goals effectively. I have strong interpersonal communication skills and interact well with people from diverse professional and cultural backgrounds in a courteous manner.

**EXPERIENCE :**

**ST LUCIE PUBLIC SCHOOLS, PORT ST LUCIE, FL**

*Teacher, 01/2019 - Current*

- Plan, prepare and deliver instructional activities that encourage active learning experiences.
- Identify and select different instructional resources and methods to meet students varying needs.
- Observe and evaluate student's performance and development.
- Assign and grade class work, homework, tests and assignments.
- Encourage and monitor the progress of individual students.
- Update all necessary records accurately as required by district policies and regulations.
- Manage student behavior by establishing and enforcing rules and procedures.

**HOBBY LOBBY, JENSEN BEACH, FL**

*Customer Service Manager, 05/17 - 07/18*

- Train new hires on register and inventory.
- Handle any customer service issues occurring.
- Ensure customers are being taken care of in a time efficient matter.
- Take care of any transactions including but not limited too; returns, exchanges, giving and receiving payments.
- Take inventory and order any items needed as well as stocking.

## **ORIGINAL PANCAKE HOUSE, JENSEN BEACH, FL**

*Waitress, July 2016 - Dec 2017*

- Write patrons food orders on order slips, memorize orders, or enter orders into computers for transmittal to kitchen staff.
- Present menus to patrons and answer questions about menu items, making recommendations upon request.
- Assist host or hostess by answering phones to take reservations or to-go orders, and by greeting, seating, and thanking guests.
- Pre bus, bus and wipe down tables to set.
- Supervise others and provide on-the-job training.
- Receive and count all payments made by cash, check, credit cards, or automatic debits and issue change due to customers.
- Restock to make sure store is fully stocked for business.

## **M & T BANK, READING, PA**

*Relationship Banker/Teller, Mar 2015 – May 2016*

- Maintaining customers information files and financial records.
- Process all banking transactions while reviewing for accuracy in a timely manner.
- Handle the task of selling bank products.
- Checking and Savings Account Management.
- Open new accounts, interview customers to discuss their financial needs and executing them. -Answer incoming calls while using proper phone etiquette.
- Computer Proficiency.

## **ROSAS RESTAURANT & PIZZERIA, MASPETH, NY**

*Waitress, Aug 2012 – Feb 2015*

- Write patrons food orders on order slips, memorize orders, or enter orders into computers for transmittal to kitchen staff.
- Present menus to patrons and answer questions about menu items, making recommendations upon request.

- Assist host or hostess by answering phones to take reservations or to-go orders, and by greeting, seating, and thanking guests.
- Assist customers and tabulate bill using calculator and cash register.
- Supervise others and provide on-the-job training.
- Receive and count all payments made by cash, check, credit cards, or automatic debits and issue change due to customers.

### **GREATER RIDGEWOOD YOUTH COUNCIL, RIDGEWOOD, NY**

*Youth Counselor, Jan 2009 – Aug 2011*

- Communicate with children's parents or guardians about daily activities, behaviors, and related issues.
- Support children's emotional and social development, encouraging understanding of others and positive self-concepts.
- Organize and participate in recreational activities and outings, such as games and field trips.
- Help children with homework and school work.
- Ensure children have a productive and safe environment throughout the day.

### **EDUCATION :**

LAGUARDIA COMMUNITY COLLEGE, LONG ISLAND CITY, NY

*Associates Degree In Criminal Justice, Dec 2014*

MIDDLE COLLEGE HIGH SCHOOL, LONG ISLAND CITY, NY

*High School Diploma, Jun 2013*

### **ADDITIONAL SKILLS :**

Software: Microsoft; Powerpoint; Outlook; Excel; Microsoft Word. Typing (60 wpm).  
Operate Avaya phone system.

### **AWARDS, HONORS AND CERTIFICATIONS :**

Honor Roll Student.

Teacher certification