

NYA DENG

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To gain experience, skills and knowledge useful in developing and realizing my contribution to society.



WORK EXPERIENCE

Cashier and Customer Service

Walgreens - Pittsburgh, PA October
2018 to July 2019

Maintained an enthusiastic greeting with attentive, reassuring, and confident response.

Resolve customer complaints, by utilizing personal know how if empathetic vs. logical identification

Ability to multitask and remain focused in a fast paced environment

Provide excellent customer service to heighten customer satisfaction admits handle POS functions and restocked time.

Dedicated time to increased my daily vocab to attain an announcer style dialect.

Keen to speech style and proficiently determined if empathetic or logical approach was vital.

Follow liability policies and established workflows

Arby's Crew Member

Arby's Restaurant
July 2017 to October 2017

Worked as frontline cashier and handled all dine in transactions during shift. Also filled and delivered all orders.

Was responsible for the maintenance and up keeping of all restrooms, and dining areas.

Offered hand to backline workers by aiding in making sandwiches when met with an influx of orders.

Ran drive through as needed as well as assisted with dishwashing and backline clean up when short staffed.

Hostess/Waitress

Bob Evans Restaurants - Pittsburgh, PA June 2017
to October 2017

Greeted and seated customers in accordance to seating chart and sections Took and served appetizers and drinks.

Responsible for handling money and cash register as well as taking and filling out walk in and online carryout orders. Bussed tables during peak hours and held responsibility for the maintaining bathrooms and dining areas.

Assistant Coach (Volunteer)

Middle School Track and Field - Pittsburgh, PA

March 2015 to June 2017

Advised ways to best avoid injuries
Helped time as well as organize events
Motivated and encouraged hard work
Inspired young athletes to compete to their best abilities

Assistant Swim Coach (Volunteer)

Middle School Swim Team - Pittsburgh, PA

October 2015 to February 2016

Mentored aspiring young swimmers
Over saw safety of beginning swimmers
Encourage younger swimmers to continue

Library Volunteer

Brentwood Library

June 2013 to December 2014

Assisted library staff with ordering books and filing paperwork.
Helped organize and supervise youth activities and community events to help fundraise. Offered services to patrons as needed as well technological assistance.



EDUCATION

Brentwood High School- Pittsburgh, PA

August 2014 to June 2018



SKILLS

Web Page Development (3 years), Nursing Assistant Trainee (2 years), Technological Credits (6 years), Customer Service, Crew Member, Food Service, Customer Service, Customer Service (2 years)



----- ADDITIONAL INFORMATION -----

Superintendents Council Active Member

Promoted and inspired positive change within the school

Communicated students needs to faculty with best possible solutions on their behalf

Cross Country WPIAL All Round Qualifier

Completed multiple 3k and 5k road races

Lettered in Cross Country, Swimming and Track & Field

SKILLS AND ABILITIES

Web Page Development

Excellent understanding in the fundamentals of web page design, coding and processing HTML

Miscellaneous Technological Credits

Thorough understanding in Excel, Microsoft Word, PowerPoint with average 55wpm

Highly Skilled in MLA, APA and writing formatting style

Nursing Assistant Trainee

Currently anticipating license and certification

Experienced in Vitals and concluding basic visitation

Respectable understanding of the human body and the application of first aid