

ANN AUTHIER

Mayflower, Arkansas 72106
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PROFESSIONAL SUMMARY

Forward-thinking, client focused candidate bringing a range of knowledge and skills accumulated through work in various fields including customer service, hospitality, and financial services. Diligent, reliable, goal oriented, and ready to contribute solid effort as team member.

SKILLS

- Microsoft Windows
- Microsoft Office
- Statistical Analysis of Data
- GitHub, VsCode
- Web Design
- Tech Setup & Support
- Google Sheets
- R
- Trello
- Photo Editing Adobe, PicsArt, Canva

EDUCATION

Expected in 12/2024 **Bachelor of Arts: Psychology**

University of Arkansas At Little Rock - Little Rock, AR

- Dean's List - Fall 2021, 2022, Spring 2022, 2023
- Chancellor's List - Fall 2021, 2022, Spring 2022, 2023
- Relevant Coursework: Information Technology Minor, Website Development
- Phi Theta Kappa
- Psi Chi
- Capstone Project: Our House Web Redesign, Project Manager, collaborated with a team to redesign the Our House Shelter website in accordance with a nationwide rebranding initiative
- 4.0 GPA

05/2021

Associate of Liberal Arts & Science: Psychology

University of Arkansas At Pulaski Tech - Little Rock, AR

- Dean's List - Spring & Fall 2019, 2020, 2021
- Chancellor's List -Spring & Fall 2019, 2020, 2021
- Phi Theta Kappa
- 4.0 GPA

WORK HISTORY

Delivery Driver

Waitr – Little Rock, AR, Conway, AR

- Read maps, followed oral, and written instructions and used GPS technology to make deliveries.
- Collaborated with customer service teams and management to resolve order issues

or customer complaints.

- Maintained accurate documentation of delivery logs, order information and customer contact details to enable tracking history and maintain accurate records.
- Interacted professionally with customers in person or by phone and acted with sense of urgency to drive positive customer experience.

Bistro Attendant

Courtyard By Marriott – Little Rock, AR

- Processed sales transactions using POS system.
- Prepared multiple orders simultaneously during peak periods with high accuracy rate, maximizing customer satisfaction, and repeat business.
- Measured, weighed and mixed appropriate ingredients according to recipe directions.
- Took daily and weekly inventory of FOH & kitchen stock
- Maintained daily logs of equipment readings
- Helped prepare catering orders for hotel events

Room Service Attendant

Hilton – Little Rock, AR

- Prepared special services for VIP guests and romantic packages.
- Assisted customers by answering questions and helping them select menu items according to budget or preference
- Accurately entered customer information and food orders into POS system
- Gathered all customer requests and arranged food trays to please customers.
- Delivered food and beverage orders to customer rooms in a discrete, professional manner

Tax Preparer

H&r Block – Little Rock, AR

- Reviewed clients tax filing papers thoroughly to determine eligibility for additional tax credits or deductions.
- Completed and filed returns with tax departments at local, state, and federal levels.
- Maintained complete records of client tax returns and supporting documentation in secured areas.
- Assessed client tax situations to determine best filing options.

Shift Leader

NPC International – Little Rock, AR, Conway, AR

- Trained new employees and delegated daily tasks and responsibilities.
- Completed cash and credit card transactions accurately using POS software.
- Resolved customer complaints and issues and offered thoughtful solutions to maintain customer satisfaction.
- Managed shift operations, supplied resources and monitored team performance to keep business profitable and running smoothly.
- Kept daily logs of equipment readings
- Daily and weekly inventory