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| Stefani Waters |

Address: 4411 NE 14th Ave, Vancouver, WA 98663 Cell: (612) 708-1528 Email: Stefani.m.waters@gmail.com

**Summary**

Highly motivated, professional and dedicated individual with experience in customer service, management and office work. Strongly desires the success of any enterprise involved in and strives for continued excellence and improvement.

**Skill Summary**

* Mastery of MS Office programs
* General computer proficiency, 70 wpm
* Multi-line phone experience
* Proficient in Windows and Mac OS
* Picks up new computer systems quickly
* Cash handling and bookkeeping experience
* Excellent communication abilities
* Highly adaptive and fast learner
* Extremely consistent and reliable
* Conversational in Spanish
* Detail oriented, strongly able to multi-task
* Extremely strong interpersonal skills

**Work Experience**

**Host,** *Shari’s Café and Pies* 04/2013 to Current

* Greet guests personally and on the telephone
* Seat guests in an appropriate and orderly manner
* Explain daily specials, take beverage orders and answer any initial questions
* Assist service staff with cleaning tables and setting for new guests
* Prepare pies and other food products

**Server,** *Neighbors Eatery and Saloon* 12/2012 to 02/ 2013

* Recommended daily specials and upsold menu items
* Took guest orders in a friendly and professional manner
* Took all necessary steps to ensure guests enjoyed their visit and would return

**Assistant Manager,** *Croix Oil Company/Circle K* 04/ 2010 to 11/2012

* Promoted to Assistant Manager due to reliability and strong work ethic
* Supervised employees of convenience store
* Provided informative and friendly customer service
* Performed daily bookkeeping and cash deposit
* Created and implemented responsibility lists and training procedures
* Counted inventory and ordered new products for sales floor
* Ran the overnight shift and took on management responsibilities in manager’s absence

**Clerical Assistant**, *Slumberland Furniture Incorporated* 05/2009 to 06/2010

* Data entry, order processing and customer assistance
* Answering multi-line phones in friendly, professional manner
* Helping to resolve customer issues
* Recommending basic products and services, providing sales support
* Did daily bookkeeping and cash reconciliation

**Education Bachelor of Arts (In Progress**), Sociology, Thomas Edison State College–Trenton, NJ, USACurrently enrolled in online classes 3.6 GPA Takes pride in academic excellence and enjoys learning new things