

# Andi Lokaj

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## EDUCATION

B.S In Information Technology

Pennsylvania State University - Berks | Reading, PA | August 2023-May 2027  
(anticipated)

## PROFESSIONAL EXPERIENCE

**Membership Consultant**, Flushing Meadows Aquatic Center | Flushing, New York

*July 2024 – August 2024*

- Assisted with quality improvement and department performance improvement
- Maintained equipment and aquatic area daily, including keeping an inventory of necessary materials and supplies
- Inspect public spaces and report evidence of unsafe or hazardous conditions.

**Store Clerk**, The UPS Store | Rego Park, New York

*January 2023 – August*

*2023*

- Delivered exceptional customer service to all retail customers and assisted with returns
- Received and processed packages for courier shipment, operating copiers, fax machines, point-of-sale devices, and package management software
- Managed purchases and payment transactions using cash registers and related software

**Busboy**, Medí Wine Bar | Manhattan, New York

*January 2022 – July 2023*

- Prepared restaurant for guests by cleaning tables, setting decorations, service plates, and utensils
- Protected establishments and guests by adhering to sanitation and safety policies
- Worked with guests and staff to create a positive dining experience

## SKILLS

Fluent in written/spoken Albanian, Customer service, Internet research, Conflict resolution, Food safety and hygiene, Multitasking, Health regulations compliance, Attention to detail