

CONTACT

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PROFESSIONAL SUMMARY

- Hardworking, organized, and reliable individual focused on going above and beyond to support team and serve clients. Strong background in writing and offering top-notch communication skills. Motivated to continue to learn new creative processes and maximize growth.

SKILLS

- Efficient and precise communication
- Data Analyzation
- Complex problem solving
- Writing
- Creative thinking
- Collaboration
- Proficiency in Microsoft Word, Excel, & PowerPoint

REFERENCES**EXPERIENCE****CREW MEMBER** Jul 2020 - Current

Trader Joe's, Clifton, NJ

- Provide excellent customer service.
- Break down product shipment in order to keep store well stocked.
- Use communication and team work skills to provide the best environment for all customers

FRONT DESK CUSTOMER SERVICE REPRESENTATIVE Jul 2019 - Jul 2020

SOAR Health and Performance, Hawthorne, NJ

- Resolved in-person and remote customer issues to maintain brand loyalty.
- Assisted with coordinating office schedules and rescheduling appointments due to provider or patient availability issues.
- Kept records of customer interactions and transactions, recording details of inquiries, complaints, comments, and actions taken.

RETAIL SALES ASSOCIATE Jul 2018 - Jan 2019

Lululemon, Paramus, NJ

- Interacted with customers, providing information and top-notch customer service.
- Utilized POS systems effectively to process customer orders and transactions.
- Handled cash and credit transactions expertly, giving correct change and processing orders.
- Upheld company-specific standards for merchandise presentation of best apparel and equipment brands in sporting goods.

MANAGER May 2018 - May 2019

Playa Bowls, Franklin Lakes, NJ

- Served food to customers, maintained guest satisfaction, and addressed customers' needs.
- Maintained established inventory levels and ordered stock to keep ingredients at optimal levels.
- Completed daily opening, closing and shift change tasks to keep the kitchen clean and efficient.

LEAD SERVER Jun 2014 - Aug 2014

Hackensack University Medical Center, Hackensack, NJ

- Prepped and served meals to patients, organized files, and assisted staff with various tasks.
- Checked on customers to see if anyone needed attention from wait staff and worked with team members to correct any service deficiencies.

Available upon request

- Maintained all safe food handling guidelines to ensure cleanliness, sanitation, and safety.
- Upheld high sanitation and safety standards while delivering and serving food.

YOUTH COORDINATOR *Jan 2011 - Jan 2014*

Abundant Life Reformed Church, Wyckoff, NJ

- Participated in fundraising activities, such as food and clothing drives, to support congregational activities and facilities.
- Played crucial role in improving society by encouraging young people to take part in community programs.
- Presented as strong, authentic presence among children and parents in church and community in helping those in crisis and most in need.

EDUCATION

BACHELOR'S - COMMUNICATIONS *May 2022*

Montclair State University, Montclair, NJ

- GPA 4.0. Dean's List Honoree every semester.

JOURNALISM *May 2019*

Ramapo College of New Jersey, Mahwah, NJ

- GPA 4.0. Dean's List Honoree all semesters. Transferred Spring 2020.