

Carolyn Grady

Professional Overview:

- 6+ years of sales and customer service experience

Technical Skills:

Languages:

- English
- Basic C, java, and python
- Software
- POS
- Word, PowerPoint, Excel

Professional Experience:

Walgreens co.

Altamonte Springs, FL

Sales Associate

Nov 2018 – Aug 2019

- Supervisor: Chris Leiser, General Manager
- Demonstrate proficiency at the cash register, quickly scanning, bagging, and making monetary exchanges. Knowledgeable working of picture processing software and hardware.
- Practice exceptional verbal and written communication, especially when processing transactions for speakers of other languages and those hard of hearing. Rotational inventory management and stocking.
- Weekly sign maintenance.
- Time management when completing daily and specialty tasks to maintain exception store and shelf conditions. Calm, unflappable manner when faced with displeased patrons, to ensure their happy return in the future.
- Handling of heavy, bulky, inventory without causing injury or unsafe working conditions.

Brio Tuscan grille (Mall at Millenia)

Orlando, FL

Barternder/Server

Feb 2015 – Nov 2018

- Supervisor: Eduardo Arce, Manager
- Food and mixology service at upscale, Tuscan Italian style restaurant.
- Servicing a wonderful dining experience by familiarizing guests with menu and daily specials, accurately recording food and drink orders, mixing and pairing drink orders while maximizing sales, and running multi-course meals

Flippers Pizzeria

Winter Springs, FL

Delivery Driver

Oct 2014 – Feb 2015

- Supervisor: David Lo, GM/owner
- Create a positive interaction during delivery exchange, clean back of house, wash dishes, handle cash and card transactions, have detailed knowledge of product, take call-in orders, operate POS system

Anthony's Original Pizza

Orlando, FL

Server

June 2014 – Dec 2014

- Supervisor: Guillermo, GM/owner

- Service Customers, clean front of house, handle cash and card transactions, have detailed knowledge of product, operate POS system

Hollister co. (Altamonte Mall)

Altamonte Springs, FL

Sales Associate

Aug 2011 – Nov 2012

- Supervisor: Sarah Day, Assistant Manager
- Assist customers, maintain product floor displays, handle cash and card transactions, upsell product, help reduce product shrinkage

Education:

University of Central Florida

Orlando, FL

- Area of Study: Computer Science (Currently Enrolled)

2019

Valencia College

Orlando, FL

- Associates in Science Degree

University of Florida

Gainesville, FL

- Area of Study: Psychology (1 Year)

Winter Park HS

Winter Park, FL

- International Baccalaureate Diploma (4 Years)