

## CASEY M. BALL

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## EXPERIENCE

UNIVERSITY AT BUFFALO, Buffalo, NY

May 2020 – Current

### **Teacher's Assistant**

Assist the professor in the teaching of his class. Responsibilities include moderating lecture, answering students' questions, moderating a lab once a week, offering meeting times with students several times a week, maintaining a professional and responsible image, understanding the material, moderating exams, and grading exams. Responsibilities also include constant communication between me, the other assistants, and the teacher, as well as a weekly meeting on zoom.

BERT'S BIKES & FITNESS, Orchard Park, NY

June 2019 – December 2020

### **Senior Sales Associate**

Acted as the face of the company and guided customers on their purchases. Tasks include answering the phone, answering customers questions, asking qualifying questions from customers and helping them choose the correct product based on their answers, remaining knowledgeable on all products, stocking and organizing product, cleaning the store, operating a point-of-sale system, and occasionally assisting the workers in the shop.

TIM HORTONS, Derby, NY

May '16 – January '19, January '21 – September '21

### **Team Member**

Took customer's orders and prepared food and drink made to order. Knowledgeable on point-of-sale system and the restaurants current specials, seasonal menu items, and regular menu items. Built and maintained relationships with regular customers by learning and remembering preferences. Cleaned the front of the store as well as the back of the store. Prepared products for the next day as well as ensured all food products were up to date with the restaurants food safety policies. Trained and supervised incoming employees. Assisted in opening and closing the store.

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## EXPERIENCE CONT.

AMERICAN LEGION, Angola, New York

September 2017 – May 2018

**Server/Food Runner**

Worked alongside the wait staff and assisted them with ensuring customer satisfaction. Tasks include answering questions, serving food, refilling glasses, cleaning tables and the kitchen and assisting the dish washer. Performed food preparation duties such as preparing appetizers, salads, side dishes and brewing coffee. Assisted with tasks outside the kitchen such as answering phones, taking to-go orders, and seating customers.

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## EDUCATION

BUFFALO SEMINARY, Buffalo, New York

**High School Diploma** 2014 – 2018

UNIVERSITY OF ROCHESTER, Rochester, New York

**Bachelor of Science in Computer Science** 2018 – 2019

UNIVERSITY AT BUFFALO, Buffalo, New York

**Bachelor of Science in Computer Science** 2019 – Current

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## SKILLS

**Customer Service:**

- Respectful
- Good Leadership
- Clear Communication
- Positive Attitude
- Good Time Management
- Dependable
- Flexible
- Innovative
- Responsible

**Computer:**

- Microsoft Office Suite: Word, Windows, Excel, and PowerPoint.
  - Basic hardware knowledge
  - Java, C, some Python, Assembly, and OCaml
  - Email communication
  - Basic software knowledge
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