**Sierra Collins**

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# OBJECTIVE

Analytical solution-based graduate seeking professional position to utilize communication, time management, and organization skills.

# QUALIFICATION HIGHLIGHTS

* More than 6 years’ experience with coordinating, planning, promoting, and supporting organizations and groups.
* Proven track record multi-tasking responsibilities related to handling funds, leading groups, and managing resources.

**TECHNICAL SKILLS**

* Windows 10/Mac iOS • Office 365 (Word, Excel, PowerPoint, Outlook) • 80 WPM (98% proficiency)

**LANGUAGES**

* Spanish (Speak, Read & Write Beginner level)
* American Sign Language

# PROFESSIONAL EXPERIENCE

**Smithsonian, Washington, DC**  **February 2023 – May 2023**

**Retail Sales Associate**

* Welcomed and engaged customers, provided information about sales and promotions, recommended products.
* Established, developed and maintained positive business and customer relationships.
* Worked with Point-of-Sale systems, processed payments, and closed transactions.
* Coordinated coverage effort with team members and other departments.
* Set personal sales goals, utilized upselling techniques to attain goals, recommending best products.
* Cleaning and restocking the store throughout the day, before opening and after closing.

**TGI Fridays, Alexandria, VA**  **June 2022 – May 2023**

**Front of House Server**

* Deliver memorable dining experiences by building rapport with guests, recommend appetizers, meals and drinks based on their preferences, take, and serve food/drinks orders, anticipate guests' needs to resolve all customer issues promptly.
* Remain knowledgeable about menu items to provide guests with accurate information items (listing ingredients or common allergens), when requested, and up-sell when appropriate.
* Communicate with kitchen, front of house and bar staff for prompt and correct delivery of food and beverage orders.
* Work collectively with peers to rearrange table settings in the dining area to accommodate larger groups and prepare the restaurant for special events, supporting other servers and bartenders with cleaning sections.
* Maintain assigned dining area properly clean between uses and prepare dining utensils and condiments for the following shift.
* Perform opening and closing procedures, adhering to all relevant state and federal health department agency guidelines and best practices to comply with regulations and laws.
* Provide tab(s) to guest(s) as requested and process payment at a point-of-sale (PoS) system in a timely manner.

**The University of Southern Mississippi, Hattiesburg, MS**  **August 2020 – December 2022**

**Resident Assistant**

* Supervised groups of 25-30 residents per academic semester integrate to university life.
* Designed and decorated themed decor in the common areas as relevant for specific holidays and events to boost morale.
* Developed and implemented education, social, and leisure programs to support academic and student involvement.
* Scheduled, promoted, and facilitated residence hall meetings, campus events, and local activities through completion.
* Responsible for duty phone, answered calls using appropriate etiquette and clear and professional language.
* Attended and participated in staff meetings and training sessions; working collaboratively with peers to meet deliverables.
* Encouraged and maintained positive working relationships with others; supported team to reach common goals.
* Enforced university and residence hall rules and regulations to support security efforts, address complaints, fulfill requests, submit reports document incidents and emergencies, and communicate effectively to inform supervisors and peers.

**Hattiesburg Convention Commission, Hattiesburg, MS**  **September 2022 – December 2022**

**Front of House Server**

* Provided a friendly and caring experience for every guest, upholding the venue’s hospitality standards.
* Rotated between multiple locations (zoo, theater, and banquet halls), covering casual and semi-formal events under the convention commission’s purview to fulfill scheduling needs.
* Poured and served alcoholic drinks at events for guest of legal age with proper identification.
* Interacted with other service and cooking staff to ensure speedy and effective operations so guests receive their food as quickly and accurately as possible.
* Train other employees in standard practices and procedures in a shadow-style training program.

**Whole Foods,** **Destin, FL** **December 2020 – January 2021**

**Prime Now - Whole Foods In-Store Shopper**

* Used a mobile device to fulfill customer Prime orders based on pickup times and availability of product.
* Upheld productivity and utilization requirements to meet the overall objectives.
* Supported departments to ensure a timely process flow to help meet customer order times, sometimes helping in other areas such as bagging groceries, rearranging produce, and organized product on shelves to keep store in presentable condition.
* Maintained awareness of store layout, customer needs and respond promptly to requests and questions.
* Assisted other shoppers with fulfilling orders when necessary to fill the order in a timely manner.

**The Children’s Place, Destin, FL November 2018 – April 2019**

**Sales Representative**

* Greeted and received customers in a welcoming manner as they entered the store.
* Offered to help and provide direct assistance to customers to enhance their shopping experience.
* Answered questions about merchandise and advised them about rewards member benefits, sales, promotions, and offerings.
* Operated point-of-sale (POS) system; totaling purchases and processing cash, check, and credit card payments to assist customers with completing their purchase transactions.
* Processed exchanges, returns, and refunds according to company policies.
* Drove sales through engagement of customers, suggestive selling, and sharing product knowledge.
* Maintained store clean and organized, assisting with stock management, and arranging merchandise on shelves and displays
* Provided high quality customer service and provide guest feedback to management team.

**The Henderson Beach Resort and Spa,** **Destin, FL** **March 2017 – September 2018 Recreational Attendant**

* Welcome and acknowledge all guests according to company standards; anticipate and address guests’ service needs; assist individuals with disabilities enter and exit the facility; thank guests with genuine appreciation.
* Scheduled activities at the resort daily, such as crafts, games, or special events; encouraged and recruited guests to participate.
* Promoted a fun, relaxing, and safe atmosphere for guests, assisting patrons with special needs to use recreational equipment.
* Provided information to guests about the recreation facilities, on-property amenities, attractions, and rules and regulations.
* Maintained the recreational equipment and supplies with regular cleanings, inspections, and replenishment.
* Ensured excellent customer service to guest as related to recreational activities, answering patrons' questions, and resolving customer complaints swiftly according to company guidelines.

**Ice Cream Parlor Attendant**

* With limited supervision, used excellent time management and organizational skills to perform opening and closing duties.
* Welcoming customers, informing them about specials or new items and offering suggestions based on their preferences.
* Managed inventory and replenished supplies (ice cream, cones, toppings) on a weekly basis.
* Cleaning work and dining areas, sanitizing equipment and utensils, adhering to all food safety regulations and quality controls
* Used a point-of-sale (PoS) system to take orders and process payment.
* Learned equipment such as an espresso machine for lattes and cappuccinos quickly and thoroughly.
* Oversaw dining area to ensure patrons are satisfied with their food and beverage purchases.
* Trained new staff as required on processes, procedures, and company policies.

# EDUCATION

**University of Southern Mississippi, Hattiesburg, Mississippi 2022**

* Bachelor of Science in Criminal Justice
* Forensics Science Minor
* Weighted GPA – 3.2

**University of Central Florida, Orlando, Florida Expected Graduation date: 2025**

* Dual Degree in Criminal: Master of Science in Criminal Justice | Master of Science in Public Administration

# COMMUNITY INVOLVEMENT

* Utilized teamwork, time management, and communication skills while volunteering with the Southern Miss Activities Council (SMAC), coordinating events that served the community.
* Volunteered with different communities within residence life on campus to expand university experience for students.
* Christian Services Soup Kitchen and Thrift Store: organized donations, provided solutions for logistical issues, work within a team and independently in a fast-paced environment.