105 Stoneycrest Dr.

Middletown, CT 06457

860-538-6566

[Andrealr25@yahoo.com](mailto:Andrealr25@yahoo.com)

***Andrea Robertson***

I want to gain more experience to grow and sustain a rewarding career within your company that will positively affect my future.

*Qualifications:*

Customer Service

Excel at organizing and leading others

Able to work independently or as a team

Highly productive in the use of MS Word and Internet Explorer

Excellent written and verbal communications skills with attention to detail

Reliable and punctual

Ability and willingness to handle multiple tasks efficiently

*Employment Experience:*

***Ambassador***

Wilson-Gray Y, Hartford, CT (9/2009 – current)

Monitors all members and operations of the Y.

Instructs pre-teens and teens on the Y policies and concepts.

Upholds all opening and closing procedures of the Y by checking cameras, unlocking and locking doors.

Greets members and potential members with a smile as they enter the Y.

Assists with recruiting, hiring, and training staff.

Ensures maintenance of building by reporting any damages or miscellaneous things on a daily check list.

Surveys locker rooms to ensure members of their safety and protection of personal belongings.

***Membership Service Team Leader***

Wilson-Gray Y, Hartford, CT (2/2010 – current)

Provides excellent customer service to members, guest and program participants in person and over the phone.

Strongly interacts with a large number of people on a daily basis, gives tours to prospective members and sells memberships.

Uses critical thinking skills to resolve members concerns and issues.

Applies and enforces all Y policies.

Greets members by name and with a smile.

Communicates well with other staff as well as the management team.

Supervises the operations of the membership service desk.

Implements strategies that build member involvement.

Ensures timely and accurate processing of complex transactions related to membership enrollment, program registration, cash receipting, refunds, credits and financial assistance.

Trains staff in providing services and programs that contribute to member retention, satisfaction and growth.

Assists with recruiting, hiring, and training staff.

Ensures that monthly communication and program brochures are updated and accessible to members and prospective members.

*Education*

Undergraduate studies, September 2001 – 2003

Southern Connecticut State University, New Haven, CT

High School Diploma, June 2001

New Britain High School, New Britain, CT

*Certifications*

CPR, First Aid and AED

Connecticut Guard Card

Harassment-free Workplace

Child Abuse/Sexual Abuse

REFERENCES AVAILABLE UPON REQUEST