

Jillian Ebling

Contact:

- Jillianebling@yahoo.com

Skills

- **Programming/ Languages:**
 - Java
 - Python
 - HTML

Experience

Dec 2021 - PRESENT

Tops Friendly Markets, East Aurora, NY - *Bakery Clerk*

- Cleaned shelves, counters and tables.
- Inventoried stock and requisitioned new inventory.
- Answered questions regarding store and merchandise.
- Greeted customers and ascertained what each customer wanted and needed.
- Arranged and display merchandise to promote sales.
- Placed special orders, submitted online orders or contacted other stores to find desired items.
- Recommended, select and help locate and obtained merchandise based on customer needs and desires.
- Maintained records related to sales.

May 2021 - Aug 2021

Irishman Bar and Pub, East Aurora, NY - *Hostess*

- Remedied guest complaints and escalated serious issues to restaurant manager for prompt resolution.
- Escorted guests to proper tables or offered open seating options in bar and patio areas.
- Closed out podium at end of shift and maintained order and organization.
- Supported servers and bussers through high-volume shifts with food running and table clearing.
- Communicated with patrons to record reservation data into company management system.
- Monitored restaurant activity to determine seating and dining flow.
- Monitored cleanliness of common areas and dining rooms to maintain neat and welcoming establishment.
- Presented positive first impression of establishment's high standards by delivering exceptional service.

November 2020 - May 2021

Tops Friendly Markets, East Aurora, NY - *Cashier*

- Greeted and informed customers of products, fostering positive store experiences.
- Enforced store safety and cleanliness standards, reducing hazards.
- Provided efficient and courteous service to customers.
- Maintained cash accuracy by working with supervisor to correct deficiencies.
- Built and maintained positive working relationships with co-workers.

Education

August 2021 - April 2025

Rochester Institute of Technology, Rochester, NY

- **Major(s):**
 - Computing and Information Technology