

Sam Steines

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Philadelphia, PA 19104

EDUCATION

Towson University

Information Technology

University of Pennsylvania edX BootCamp Full Stack Web Development

TECHNICAL EXPERIENCE

I possess an extensive background in computer building, having successfully assembled and configured various systems. My proficiency in command line navigation allows for efficient and effective utilization of operating systems. I have a strong understanding of Microsoft Office programs and proficiency in multiple coding languages. Additionally, my expertise extends to setting up home networks for seamless connectivity and managing VMs, supported by a solid foundation in networking principles.

KEY SKILLS

Customer Service Excellence
Problem Solving
Troubleshooting

Adaptability
Team Collaboration
Time Management

Team Leadership
Efficiency Minded
Fast Learner

PROFESSIONAL EXPERIENCE

Harper's Ice Cream

August 2022 - Present

Front of House Manager

Lead and trained a team of worker's in a very successful business. Oversaw inventory to ensure we had optimal levels of ingredients and dry goods. Developed and implemented efficient processes streamlining workflows and reducing operational inefficiencies.

Accomplishments:

- Garnered an exceptional streak of continuous customer satisfaction, consistently earning over 30 consecutive 5-Star reviews for exceptional service delivery and dedication to ensuring customer delight.
- Achieved notable recognition for culinary expertise, featured prominently in three separate articles by the prestigious Philadelphia Inquirer, highlighting the inclusion of your delectable desserts among the city's finest culinary offerings.

United States Postal Service

Jan. 2022 - July 2022

City Carrier Assistant

Diligent and determined, I took charge of an entire mail route in North Philadelphia, sorting and delivering mail for a continuous period of 6 months. Rain or shine, I devoted over 8 hours each day, 6 days a week, to ensure prompt and accurate delivery. Demonstrating exceptional work ethic, I consistently upheld high standards and maintained unwavering commitment to physical labor.

Accomplishments:

- Optimized mail sorting efficiency by strategically reorganizing packages, prioritizing large ones to create more space in the delivery truck, resulting in streamlined operations and increased overall delivery speed.
- Demonstrated exceptional dedication and work ethic by persevering through extreme weather conditions, including scorching hot days and heavy rain, to provide uninterrupted mail delivery service and maintain high customer satisfaction.