

Sierra Nash

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Efficient customer service-oriented worker with 4+ years consistent productivity, attention to detail, and remarkable work ethic in support of all best-in-class service initiatives. Motivated team member adept at working with people of all backgrounds and socioeconomic levels. Facilitate positive experiences through high-quality customer care and prompt resolution of complaints and issues. Committed to maintaining professional relationships with clients to increase profitability and drive business results.

Authorized to work in the US for any employer

Work Experience

Cashier

Wingstop - Aurora, CO
June 2021 to Present

- Greeted customers
- Resolved customer complaints
- Counted out cash drawers
- Answered customers' questions

Pantry Assembly

Volunteers of America - Denver, CO
March 2021 to June 2021

- Ensure correct amounts of inventory are counted and ordered
- Maintain clean and safe working space/s (via sanitation and regular cleaning)
- Inspect hot meals and cold packs for quality control
- Pack hot meals and cold packs for Meals On Wheels deliveries

Production Worker

Women's Bean Project - Denver, CO
October 2020 to November 2020

- Maintain safe and clean work environment by following all rules and company protocols
- Measure ingredients, weigh ingredients, inspect raw materials, etc
- Repeatedly check products for quality control
- Pay great attention to detail while moving quickly to ensure the amount of units requested is ready to ship on time
- Communicate effectively with coworkers on production line to clear any misunderstandings and ensure the production process goes smoothly

Food Prep

S'ono/Slurps - Denver, CO
July 2019 to September 2020

Maintained composure and work quality while under stress
Utilized culinary and cutlery tools to prepare various foods for cooking or cold dish presentations
Used downtimes to prepare ingredients and restock supplies for expected busy periods
Restocked, arranged and organized merchandise in front lanes to drive product sales
Reviewed and resolved differences between accounting information and cash drawer

Behavior Interventionist

GoldStar Learning Options, Inc - Denver, CO
May 2018 to October 2018

Helped students build skills to navigate typical academic and social situations.
Met with teachers to establish goals for students in intervention program.
Maintained records of ongoing assessments and documentation of updates.
Developed intervention plans based on established guidelines and individual needs.
Improved behaviors through modeling, role-playing and other effective strategies.

Program Coordinator

University Of CO Boulder Women's Resource Center - Boulder, CO
November 2017 to January 2018

Orchestrated smooth and efficient program development by collaborating cross-functionally across departments.
Coordinated daily tasks including recruitment, office upkeep and inventory maintenance.
Established goals and created action plans to achieve goals.
Gathered and organized all printed materials required for program participation.
Planned and executed meetings to connect organizational representatives, community members and clients.

Peer Educator

University Of CO Boulder Gender & Sexuality Center - Boulder, CO
September 2017 to January 2018

Detailed program operations and participant activities with comprehensive recordkeeping.
Spoke with student and staff groups to expand community engagement and program outreach.
Educated potential participants on available services and processes to engage in program.
Resolved conflicts and negotiated mutually beneficial agreements between parties.
Worked with clients to improve life choices and maximize benefits of programs.

Intramural Basketball Referee

University Of CO Boulder Recreation Center - Boulder, CO
January 2017 to March 2017

Instructed players and coaches on basketball game rules.
Handled high-stress situations using superior calming techniques with basketball players.
Identified player infractions and determined appropriate penalties.
Maintained standardized expectations of fairness concerning penalties and acts not adhering to required sportsmanship.
Enforced rule expectations with pre-game conversations with teams.

Key Holder/sales Associate

Dress District - Broomfield, CO
August 2016 to October 2016

Prepared merchandise for distribution and placement across sales floor by building pallets and tagging product.

Oversaw store operations by counting cash drawers, reviewing equipment management and providing leadership.

Assisted with team responsibilities by cleaning, managing cash registers and product merchandising.

Educated customers about product and service offerings, special deals and newly released offerings to help each person make informed choices.

Usher

Mackay Auditorium Concert Hall - Boulder, CO

November 2015 to March 2016

Assisted patrons with seating by giving directions and lighting paths.

Reviewed tickets for authenticity and applicability to particular event.

Greeted customers with smile and provided friendly, knowledgeable service.

Provided information about current and future events at facility.

Sales Associate

Elitch Gardens - Denver, CO

May 2015 to August 2015

Analyzed and properly processed product returns, assisting customers with finding alternative merchandise to meet needs.

Organized racks and shelves to maintain store visual appeal, engage customers and promote specific merchandise.

Implemented up-selling strategies such as recommending accessories and complementary purchases to boost revenue.

Applied security and loss prevention training toward recognizing risks and reducing store theft.

Education

Some college

Metropolitan State University of Denver - Denver, CO

March 2018

Some college

University of Colorado At Boulder - Boulder, CO

August 2015 to December 2017

High School Diploma

Overland High School - Aurora, CO

May 2015

Skills

- SKILLS
- Complaint resolution
- Exceptional customer service
- Stocking and replenishing

- Excellent people skills
- Multi-tasking strength
- Social perceptiveness
- Professional demeanor
- Client Service
- Culinary Experience
- Assembly