

William Chenausky

CONTACT

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EDUCATION

AUGUST 2007 - JULY 2008

York Technical College,
Rock Hill, SC
CNC Machine Training

AUGUST 2002 - MAY 2006

Northwestern, Rock Hill, SC
High School Diploma

SKILLS

Management Experience
Proficient in Microsoft Office
Critical Thinking
Problem Solving
High Work-Ethic
Communication Skills

AWARDS

Walt Disney Company
2013 Food and Beverage Quarterly
Award

Coca-Cola Secret Shopper Award

EXPERIENCE

Rely On Pinpoint, Orlando, FL - Enrollment Specialist
September 2020 - Present

Enrollment of clients that seek assistance in resolving their student loan issues - Provide each client with a thorough understanding of our service in helping them with their claim - Accurately and consistently document client information into proprietary operating systems - Handle client concerns without delay, assuring full resolution - Thorough understanding of the program Debt Tracker

Joe's Crab Shack, Orlando, FL - Server
May 2017 - July 2020

Experience providing excellent customer service in a fast-paced environment - Maintain a positive attitude and ability to work under pressure with bussers, cooks, and other staff - Prepare room for dining by clothing tables and setting decorations, condiments, candles, napkins, service plates and utensils - Help patrons select food and beverages by presenting menu, offering cocktails, suggesting courses, explaining the chef's specialties, answering food preparation questions - Stay updated on current menu choices, specialties and menu deviations, knowing if the kitchen staff is running out of any items, etc. - Collect payments from tables - Prepare checks that itemize and total meal costs and sales taxes

Walt Disney Company, Orlando, FL - Coordinator/General
Teller/Trainer
December 2012 - January 2017

Effectively manage restaurant when Management is absent - Manage operations with passion and integrity while promoting elite guest service - Consistently monitor product and labor costs to remain within goals - Assist in hiring management to help introduce new procedures and product changes - Train and coach staff on company principles and operations - Assist in morning and nightly meetings - Identify weak skills of Cast Members and retrain/coach accordingly

Hot Topic, Charlotte, NC - Key Holder (Management)
November 2008 - December 2009

Handle morning cash deposits - Receive morning product shipments - Build product displays - Independently operate morning hours of operations

Billski, Rock Hill, SC - Sales Associate
August 2007 - August 2011

Process product ordering, shipping, and receiving - Manage sales via Quick Books - Assist customers with custom orders - Stock and maintain store