

Gifted Customer Service Representative with more than 3 years of experience in various customer service related jobs offering a range of diverse skill sets including production management and reception work as well as volunteer related experience in catering. Team-oriented and friendly customer service representative with attention to detail, skilled in cordially answering customer or public inquiries; compiling various data into computers; creating and administrating spreadsheets inside of Microsoft programs for deadlines and agendas; and maintaining office space.

Areas of Expertise include:

- ✓ Microsoft Office Suite
- ✓ Customer Relations
- ✓ Planning and Organizing
- ✓ Effective Communicator
- ✓ Data Entry
- ✓ Fast Typing Skills (WPM:60)

WORK-RELATED EXPERIENCE

UCF BFA PROGRAM | Orlando, FL | 2015 - 2017

PRODUCTION MANAGER // STUDENT FILM

Worked in a UCF exclusive student program for 4 semester terms in a small group collaborative effort completing an animated short film. Served as Project Manager during this time, working closely with the Professor who directed, refining and communicating project deadlines, creating and administrating meeting itineraries through Microsoft Office Products, and growing team dynamic relations.

DRAGON COURT | Orlando, FL | 2015-2016

WAITRESS // SERVER

Served as a waitress in a Chinese Restaurant taking orders from customers during high-volume lunch and dinner hours and serving customers in a timely and organized manner with friendly hospitality. Work included adding up and cashing out bills, respectively dealing with customer complaints about food, and helping maintain interior of restaurant and work area.

PEPPINO'S RESTAURANT ITALIANO | OVIEDO, FL | 2014-2015

BUS GIRL // DINING ROOM ATTENDANT

Performed support services to waiters and waitresses, as well as guests, such as offering welcome drink to customer, filling in as a waitress during holidays, assisting waiters in serving food, supporting cashiers in preparing bills, and resetting tables after use.

THE POINTE AT CENTRAL | Orlando, FL | 2013-2014

RESIDENT ASSISTANT // RECEPTIONIST

Worked inside a student apartment complex, facilitating good relations between residents and the community. Answered high volume telephones, responding to questions pertaining to leasing, resident life, etc., with the utmost respect and cordiality while successfully upholding excellent customer service.

- Escorted prospective residents around the complex giving them a tour of the facility
- Handled mail packages for residents and utilized a log for guests to attain packages by signing
- Created events for residents to participate in by preparing itineraries and catered in-budget
- Managed all front desk tasks, including the input of service requests and other data entry

OTHER RELEVANT JOBS

INSIDE MANAGER ASSISTANT | HUNGRY HOWIES | ORLANDO, FL | 2013

RECEPTIONIST | TREND MANAGEMENT | GAINESVILLE, FL | 2011-2012

RECEPTIONIST | SUPERCUTS | POMPANO, FL | 2010
