**Professional Summary**

Dedicated and versatile professional with over eight years of diverse experience in fast food, restaurant, customer service, warehouse, direct support, and office environments. Proven ability to adapt quickly, learn new skills, and excel in various roles. Highly motivated, organized, and committed to delivering exceptional service and support. Strong leadership, project management, and critical thinking skills, with a solid foundation in computer literacy and marketing.

**Skills**

|  |  |
| --- | --- |
| * Leadership | * Project Management |
| * Strong Work Ethic | * Marketing Skills |
| * Critical Thinking | * Computer Literacy |

**Experience**

Teleperformance – Remote Work

**Customer Experience Specialist**, 4/2021 to 12/2023

* Handled and carefully responded to all customer inquiries
* Provided excellent customer service through active listening
* Handled sensitive customer information with care and confidentiality
* Proactively aimed to resolve issues on the first call
* Tracked all call related information for auditing and reporting purposes

Brookdale Senior Living – West Hartford, CT

Home Health Aide/PCA, 3/2022 to 7/2023

* Assisted with ADLs: bathing, dressing, grooming, toileting
* Helped clients move: transfers, walking, exercises
* Managed medications and treatments
* Performed light housekeeping: cleaning, laundry, organizing
* Planned and prepared nutritious meals

Joseph Merritt & Company – Hartford, CT

Clerk, 2/2022 to 7/2023

* Performed administrative tasks such as filing, data entry, and managing correspondence
* Greeted customers and answered phone calls
* Processed incoming printing orders via phone, email and in-person visits

Walgreens – Windsor, CT

General Warehouse Person, 4/2021 to 9/2021

* Handled product orders by receiving, scanning, packing and shipping the items to the customer
* Tracked all inbound and outbound items through RF scanning to ensure accurate inventory
* Maintained quality standards set forth by management

Marriott Hotels – Windsor, CT

Front Desk Attendant, 4/2021 to 7/2022

* Welcomed and assisted guests during check-in and check-out processes
* Managed room reservations through phone, email, and online platforms
* Addressed guest inquiries, resolved complaints, and provided information about local attractions
* Performed housekeeping duties as required

**Pepperidge Farm** – Bloomfield, CT

**General Production**, 5/2020 to 7/2021

* Rotated between different work areas and positions as needed
* Continuously inspected products and maintained cleanliness
* Cross-trained in relevant tasks to support other team members
* Followed all safety protocols and maintained effective communication
* Monitored product flow, packing and sorting

**Education**

CSDAs Smile Success Center Pre-Job Training for Dental Assistants – Southington, CT

Certificate – December, 2024

**East Hartford High School** – East Hartford, CT

Diploma – June, 2019