



RÉSUMÉ PREPARATION

JOB PROFILES

**Administrative Assistant • Secretary •
Office Manager • Receptionist • File Clerk •
Office Assistant • Clerical • Data Entry Clerk**

- Updated and maintained files
- Typed memos, correspondence and reports
- Kept appointment book for staff of all scheduled meetings
- Received and delivered interoffice mail
- Set up conferences, special projects, and board meetings
- Routed calls and relayed accurate messages
- Met and greeted clients
- Provided clients with general information
- Greeted and directed clients or board members
- Documented client information into log book
- Scheduled clients and staff appointments
- Maintained and cataloged file system
- Processed and entered credit card transactions
- Numerically or alphabetically filed documents, reports, letters and memos
- Contacted clients by mail and telephone
- Prioritized and maintained client information
- Filed and retrieved client information
- Performed general clerical duties
- Scheduled appointments on computerized system
- Handled payroll, accounts payable and accounts receivable
- Answered multi-line telephone, took messages and directed calls
- Assisted with arranging staff schedules
- Created, maintained and updated client files
- Addressed and resolved client concerns
- Researched files and entered information into database
- Maintained accurate log of all file data entered
- Retrieved and filed office documents
- Received, sorted and distributed interoffice mail
- Retrieved and filed fax confirmations
- Received outside letters, parcels, Federal Express and UPS deliveries
- Prepared and examined office documents before distribution
- Logged and processed corporate customer orders
- Maintained professional atmosphere to ensure customer satisfaction
- Acted as office support to various departments
- Prioritized and maintained client information on computerized system
- Compiled monthly invoice statements
- Kept track of inventory and ordered new supplies as were needed
- Delegated employee task and responsibilities
- Handled employees work schedules, time sheets and time cards
- Monitored employees to ensure completions of daily work assignments
- Distributed pay checks and made sure employees signed for them
- Made company bank deposit daily
- Sorted and distributed mail to different departments
- Answered all incoming telephone calls, relayed messages and routed calls
- Provided diverse clerical and secretarial support as required
- Updated and revised documents, high volume of document copying (“Xeroxing”), filing and data retrieval



RÉSUMÉ PREPARATION

Cashier • Customer Service • Sales Associate • Marketing Representative • Warehouse Worker • Stock Person

- Counted and documented incoming inventory
- Unloaded and stored high volume of merchandise
- Prepare and load outgoing customer shipments
- Properly stored merchandise in designated warehouse areas
- Interacted with vendors to resolve shipping and merchandise concerns
- Kept accurate log of damaged and returned merchandise
- Trained new staff on warehouse procedures
- Received, inventoried and inspected incoming merchandise
- Maintained accurate inventory records
- Controlled and reported weekly stock inventory
- Provided customers with personal selection and service assistance
- Provided customers with selection and purchase information
- Assisted customers with selections and purchases
- Operated computerized cash register
- Tallied and closed out register at the end of business
- Processed customer's credit card, and check payments
- Provided customers with product information
- Handled and expedited customer checkout
- Received, tagged and hung incoming merchandise
- Coordinated and arranged merchandise displays
- Maintained accurate inventory records
- Trained new personnel on company policy and procedures
- Stocked shelves for the next business day
- Collected money and receipts at the end of the business day
- Prepared lounge for opening and closing daily
- Patiently and politely addressed customer concerns
- Assisted customers with returns, exchanges and unwanted merchandise
- Scanned client information, detected errors and made necessary adjustments
- Assessed client information, took necessary actions and advised clients on action taken
- Reconciled register before and after work shift
- Monitored all monetary transactions
- Maintained a professional and courteous atmosphere to ensure customer satisfaction
- Utilized computerized inventory system
- Displayed flexibility to comply with work schedules
- Interacted with vendors daily on inventory and other issues
- Assisted with calculating and documenting on-shelf inventory
- Monitored and reported stockroom inventory weekly
- Unloaded and shelved incoming merchandise deliveries
- Exhibited patience and courtesy during high volume periods
- Maintained a professional and courteous atmosphere when dealing with customers
- Distributed daily itineraries to departments
- Organized and arranged merchandise on shelves and racks for the next business day
- Scanned and expedited customer merchandise
- Kept information in color-coded system files
- Made travel and hotel reservations for staff
- Scheduled meetings for executives and representatives to coordinate development and corporate events
- Answered and directed telephone calls to proper departments



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Direct Care Worker • Home Attendant • Home Health Aide • Monitor • Childcare Worker • Nursing Assistant

- Provided personalized care to patients with health related disabilities
- Performed general maintenance duties
- Cooked and prepared meals daily adhering to nutritional guidelines
- Coordinated and administered patient medications
- Checked and reported patients' vital signs routinely
- Maintained sanitary living environment
- Provided direct care counseling to mentally challenged patients
- Accompanied patients to scheduled appointments
- Assisted therapists with feeding mentally challenged patients
- Scheduled medical appointments for patients
- Completed, proofed and maintained client medical forms
- Established an amicable and professional rapport with clients
- Exhibited love, patience, respect and sensitivity while assisting patients
- Escorted patients to therapy sessions
- Established and maintained patient schedule
- Assisted patients with personal hygiene
- Helped client in and out of bed using proper procedures
- Responsible for washing, drying, folding and properly putting away clients laundry
- Primary caretaker of mentally challenged adults
- Provided daily one-on-one interaction with mentally challenged adults
- Rendered essential dietary needs
- Monitored children and ensured their safety
- Coordinated children's outdoor field trips and indoor activities

- Provided children with one to one and group interaction
- Supervised children's daily activities
- Monitored incoming and outgoing facility traffic
- Planned daily menus for children

Housekeeping • Maintenance • Porter

- Responsible for maintenance in designated facility areas
- Stripped, waxed, buffed and polished floors
- Collected and disposed of refuse properly
- Cleaned and maintained sanitary labs
- Knowledge and adherence to New York State health codes
- Cleaned corporate office space
- Swept and mopped stairwells and hallways
- Maintained sanitary conditions in bathrooms
- Performed ground keeping duties
- Monitored work crews and directed activities

Food Service Worker • Cook • Chef • Waitress/Waiter • Hostess • Prep Cook

- Cleaned, cut and seasoned meat, fish, and poultry
- Prepared and served meals
- Delivered prepared meals to the elderly and homebound citizens daily
- Ensured delivery of over 100 meals in a 2 hour radius
- Packed orders
- Ensured customer satisfaction
- Provided and assisted customers with dining selections
- Maintained sanitary kitchen area
- Assisted head chef in the preparation of catered parties
- Maintained cleanliness of station, cookware and utensils



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- Trained new personnel
- Knowledge and adherence to govern health food regulations
- Responsible for ordering food products and supplies for preparation of weekly menu
- Responsible for stocking cold lunch counter
- Monitored work crew
- Processed orders for delivery
- Trained new personnel on kitchen procedures
- Prepared a variety of pastries and sandwiches daily
- Maintained cleanliness of kitchen and dining area
- Stocked, labeled and rotated incoming deliveries
- Assisted customers with food and beverage selections
- Washed and cut vegetables
- Sliced cold cuts and prepared cold salads
- Responsible for complete kitchen clean up
- Maintained daily inventory of products used
- Delegated and monitored kitchen crew duties
- Maintained accurate inventory log
- Assisted with preparing and serving two meals daily to a minimum of 500 students
- Greeted and directed incoming customers to their tables
- Organized, supplied and restocked buffet table
- Received and processed patron orders
- Provided patrons with menu selections and daily special information
- Seated patrons and provided the with menus
- Received and served patron menu selections

Cosmetologist • Hair Dresser

- Provided customers with personalized hair and nail care
- Advised and performed specialized hair care treatment

- Performed general hair care duties such as relaxing, washing and roller setting
- Created and designed updated hair styles
- Professionally cut and styled clients hair to their satisfaction
- Maintained clean work station and area equipment
- Responsible for day to day overall maintenance of shop
- Coordinated and scheduled client appointments

Courier • Document Specialist • Mail room Clerk • Messenger

- Sorted, stamped, and distributed interoffice mail
- Ordered, reported, and maintained mail room inventory
- Received, and delivered packages throughout the metropolitan area
- Reported and maintained contact with dispatcher via pager
- Assisted dispatcher with travel directions of various locations
- Kept manifest of received packages with signatures
- Ensured proper postage for all domestic and foreign mail
- Ordered mail room inventory supplies
- Recorded inventory logs of vendors and bills
- Loaded, unloaded and shelved inventory
- Received outside messages, letters, parcels, Federal Express and UPS deliveries
- Responsible for dispatching mail clerks to pick up inter office packages
- Collated, bound and tagged contracts
- Composed monthly statements for supervisor
- Reproduced legal documents with accuracy utilizing Xerox machines
- Delivered floral arrangements throughout tri-state area



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- Cleaned, cut, and designed unique floral arrangements to customers satisfaction
- Processed and computed customer floral orders

Computer Technician

- Reinstalled and installed software
- Provided help desk support to users requiring extensive communication
- Ran maintenance check to free up memory
- Made changes to configuration files
- Provided assistance to the users on how to change password
- Hooked users up to printer and stop bad batch jobs
- PC hardware/ software installations and trouble shooting upgrades
- Ran diagnostic tests and conducted troubleshooting on monitors, keyboard and disk drives
- Refurbished and overhauled personal computers

Security

- Secured housing complex perimeter
- Monitored outgoing and incoming visitor traffic
- Insured complex security by logging visitors in and out
- Routinely patrolled construction site area
- Recorded incidents and reported actions taken
- Assisted with theft and loss prevention
- Conducted hourly premise checks
- Routinely executed facility perimeter checks
- Ensured secure environment in hospital emergency room
- Patrolled office complex in security vehicle
- Checked identification of company personnel
- Made sure visitors had passes before entering building

Caseworker

- Assisted clients in applying for and maintaining various benefits, including Public Assistance, Supplemental Security Income, Social Security Disability, Food Stamps, Medicaid and others
- Managed caseload of 50 clients-single and family cases
- Assessed clients' social, economic, and psychological needs
- Counseled clients, families, and friends to strengthen relationships and enhance support systems
- Referred clients for home health care and homemaking services; also to drug treatment programs
- Assisted in locating permanent housing, also provided special rental assistance
- Visited clients, either at home or in the hospital to offer support and evaluate changing service needs
- Interviewed clients and provided single or family counseling
- Conducted parenting skill workshops
- Analyzed case records and contacted other resource center on eligibility benefits
- Provided a wide range of services to eligible clients with aids including application and maintenance of public assistance, Medicaid and food stamp cases
- Managed a caseload of thirty-six clients-single family cases
- Obtained housing for homeless clients in SRO-hotels, residential facilities and private apartments
- Made referrals for home health aides, home care, home making, medical transportation
- Assisted clients in obtaining social security, SSI, and SSD benefits
- Provided counseling for clients and their families
- Conducted monthly field and home visits to clients