

Shanay Clark

6696 Peachstreet Industrial Blvd, GA 30360 | shanayclark0316@imail.com | 347-933-8356

Objective

Passionate and dependable individual seeking a receptionist or clerical position with your company. Offers exceptional customer service skills, strong expertise in managing a large volume of incoming calls and proven skills in MS Office applications to contribute to the facility's bottom-line.

Special Skills

- Strong interpersonal and communication skills
- Can-do attitude and ability to think outside the box
- High attention to detail
- Able to stand for extended periods of time
- Avid understanding of front desk operations
- Good time management skills
- Excellent telephone etiquette
- In depth knowledge of administrative and clerical protocols
- Knowledge of customer services practices

Experience

Aramark, New York, New York

December 2018 - Present

Barista

- Responsible for Cash Register, dealt with customers and all incoming orders.
- Completed Inventory report on a weekly basis.
- Responsible for cashier balancing at the end of each business day.
- Cleaned and sanitized the work station in accordance with building standards and guidelines.
- Restocked workstation on a daily basis.

Independent Work Brooklyn, New York

March 2012 - March 2018

Private Childcare Provider

- Watched and cared for children to ensure safety.
- Initiated arts and crafts, and played games with children.
- Changed diapers and assisted in toileting needs.
- Cleaned and sanitized childcare toys.
- Kept the working area free of harmful objects.

311 Brooklyn, New York

September 2010 - March 2012

Call Representative

- Responded to client calls and provided instructions for troubleshooting.
- Forwarded client complains to the concerned departments
- Provided technical and analytical support at the call center
- Provide a single point of contact for all non-emergency City services
- Used interactive computer systems; respond to phone inquiries from the public
- Provided customer service and information to callers.
- Took complaints and service requests to forward them for further action into the appropriate computer systems.
- Performed related clerical and computer support work.

Education

Grace Outreach Brooklyn, New York

Currently Pursuing GED