***Fydol Francis***

Bronx, New York

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**OBJECTIVE**

A dedicated professional who is driven to meet the challenges posed in any industry and to contribute towards the growth of an organization along with helping to enhance customer relationships.

**EDUCATION**

**Donald Quarrie High School                                                            2007-2012**

High School Diploma

**SUNY University 2022**

Leadership / Story Telling

**Restaurant Opportunity Center NYC 2022**

Food Handler Certificate

**WORK EXPERIENCE**

**Charlotte Russe**

*Store Associate, Main Cashier and Merchandiser October 2022 – Present*

Assist and complete purchases for almost 300 customers daily. Train new workers to place all merchandise is rightful place, how to cash out customers on cash register. Help rearrange the store when needed. Check off all sale for the day, make sure store is tidy and prep for a new day.

**USOPEN (Tennis Tournament)**

*Guest Access Team Member August 2023 - September 2023*

Monitoring entrances and exits within specific locations, Screening guests as they enter facility. Providing guest assistance, while maintaining communication with command center. Interact with a diverse group of guest with the highest level of positive , jovial and professional customer service.

**Altamont Court Hotel**

*Host/ Hostess*  *October 2019-2020*

Greeted an average of 700 guests per day at the door and escorted them to their tables. Provided attentive and professional customer service and fostered warm relationships with repeat customers. Communicated with customers and restaurants staff to guarantee that any concerns were promptly addressed and guests left happy.

**Volunteer**

**Montefiore HIV Prevention Center**

*Community Outreach Peer Outreach Ambassador - Present*

Explore diverse communities with marketing materials, program flyers, assisting with Organizing, Tabling, Preparation, Promoting community events such as the Kiki Ball Event and Educational workshop by Montefiore. Creating day to day social media contents (Text, Images and Videos from social media page). Help LGBTQ individuals with referral for primary care and food pantry.

**Skills**

**Business Process Improvement-** History of successful innovations leading to cost savings

**Word/ Excel-** Profession computer skills

**References**

Upon Request