

Faithy Reid

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PROFILE- Customer-focused team player with a solid understanding of the dynamics of hospitality. Energetic and reliable worker, skilled in high-end merchandise environments. Dedicated Customer Service Representative motivated to maintain customer satisfaction and contribute to company success. Meticulous, Proactive and very analytical. I am a very energetic person that is focused and would love to contribute something to your company.

EDUCATION -

High School-

Owings Mills High School

124 Tollgate Rd, Owings Mills, MD, 21117

Graduated. June 2014.

College-

Nassau Community College -1 Education Dr, Garden City, NY 11530- Major (Liberal Arts) - Transferred

Queensborough Community College- Liberal Arts- (Attending in September)

SKILLS - Reliable & punctual - Engaging personality

- Team worker -Excellent with multi-tasking

- Neat, clean professional appearance - Delivers exceptional customer service

- Math and language skills - Comfortable standing for long time periods

EXPERIENCE-

Red Lobster-(June 2012- October 2013/ April 2016- Present)- My responsibilities as a hostess included monitoring the open dining sections of the restaurant for empty and cleaned tables, estimating wait times for guests, monitoring the guest waiting list, and ensuring that the needs of the guests are met while they are waiting. Also I was often responsible for answering the telephone, booking reservations and moving tables together to accommodate large parties. I am also a server where I, use my knowledge of the menu, great customer service skills, and a friendly attitude to provide excellent service.

Olive Garden- (November 2014- May 2016)- My responsibilities as a hostess included monitoring the open dining sections of the restaurant for empty and cleaned tables, estimating wait times for guests, monitoring the guest waiting list, and ensuring that the needs of the guests are met while they are

waiting. Also I was often responsible for answering the telephone, booking reservations and moving tables together to accommodate large parties. I've also been promoted to becoming a server, where I use my knowledge of the menu, great customer service skills, and a friendly attitude to provide excellent service. I have been promoted again to a bartender, where I prepare drinks, serve food, clean, order and restock.

Victoria's Secret- (Seasonal) (November 2014- January 2015)- Sales Associate- As a sales associate I am the one's who is responsible for the sale of a product. I have to create awareness of the product so the public is inclined to purchase it. I also have to work closely with the marketing department while creating a buzz about the product.

Buffalo Wild Wings- (August 2014- November 2014)- My responsibilities at BWW were as follow, takeout/ cashier and hostess. I would greet as well as seat the customers. When needed I would pack and also do deliveries. As well as telephones.

INTERNSHIP/ VOLUNTEERING/SPORTS & CLUBS

Key Club- While attending Owings Mills I was apart of the Key Club, I was the advertiser I was in charge of letting my fellow member when and where we will be having a meeting, as well as letting the school know what events were coming up regarding the club.

Track & Field- I was on the track team for only one season while attending Owings Mills High School, I made it to the state championships as well as winning a sports award.

Elmhurst Hospital- Assisting within the different departments of the hospital. Such as the clinic and updating patient history and assisting in the breastfeeding department. (2012-2012) Seasonal.

Springfield Garden Church of the Nazarene- Assisting with vocational bible school and helping to teach the children while engaging in fun activities. (2013-2013) Seasonal.

NYC cares- Assisting with cleaning up Battery Park by cleaning up and painting the benches.(2013-(2013)

Peer mediator- Helped to prevent situations/altercations from occurring with students by counseling and resolving the problem.(2009-2010)

Birthday club- Wished students happy birthday and gave them balloons and a certificate. (2008-2009).