

Rachel Drake

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Oil City, PA 16301

WORK EXPERIENCE

Dining Services Aide, Oakwood Heights

February 2020 – May 2022

- Transported food carts to and from the kitchen to resident floors.
- Ensured residents were given the correct foods depending on their specific dietary requirements.
- Complied with health and safety regulations, maintaining a high level of cleanliness and organization.
- Maintained thorough knowledge of the menu to sufficiently answer questions regarding menu item sourcing, and cooking methods.
- Washed dishes & ran dish machine.

Customer Service Manager, Days Inn Hotel

December 2016 – November 2019

- Trained new associates on performance-oriented strategies and customer service techniques.
- Took reservations over phone, in person and via computer for guests and provided confirmation information.
- Confirmed personal and payment information for compliance with security and payment card industry standards.
- Monitored customer service operations to assess employee performance and provide feedback.
- Calculated billings and posted charges to room accounts, reviewing charges with guests at checkout.

Sales Manager, Blair Call Center

September 2013 – May 2015

- Maintained accurate records related to sales, returns, and available inventory.
- Increased company revenue and optimized sales value for clients by identifying and successfully applying upselling opportunities.
- Trained new employees, assisting sales representatives with individual selling efforts, helping them reach sales targets.
- Increased sales by educating customers on current promotional offerings.
- Processed product returns and assisted customers with other selections.
- Maintained ethical and positive working environment to reduce turnover and promote high retention rates..

EDUCATION

Western Governor's University

2013–2016

Bachelor Of Science, Marketing Management

SKILLS

Cash Handling, Cashier, Customer Service, Data Entry, Diet (Nutrition), Dining, General Warehouse, Health and Safety Management, Housekeeping, Marketing Strategy, Sales Experience, Supervisory Experience

CERTIFICATION AND LICENSES

CompTIA Project+

2016