

Alyssa Shindel

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EXPERIENCE

Performax Physical Therapy, North Babylon — *Front Desk Receptionist*

June 2021 - PRESENT

- Answered multi-line phone system to respond to inquiries and transfer calls to correct departments and personnel.
- Welcomed patrons and immediately offered assistance by asking open-ended questions.
- Greeted visitors and customers upon arrival, offered assistance and answered questions.

Retro Fitness, Deer Park — *Front Desk Receptionist*

April 2021 - June 2021

- Answered multi-line phone system to respond to inquiries and transfer calls to correct departments and personnel.
- Welcomed patrons and immediately offered assistance by asking open-ended questions.
- Provided guests with above-and-beyond service, including making outside venue reservations and setting up tours.
- Greeted visitors and customers upon arrival, offered assistance and answered questions to build rapport and retention.

Buffalo Wild Wings, North Babylon — *Cashier/Server's Assistant/Hostess*

September 2020-April 2021

- Helped customers complete purchases, locate items and join reward programs to promote loyalty, satisfaction and sales numbers.
- Promoted customer loyalty and consistent sales by delivering friendly service and knowledgeable assistance.
- Processed POS transactions, including checks, cash and credit purchases or refunds.
- Reconciled cash drawer at start and end of each shift, accounting for errors and resolving discrepancies.
- Mentored new team members on POS system operation, customer service strategies and sales goals.
- Assisted customers by answering questions and fulfilling requests.

Kumon Learning Center, Commack — *Elementary/Pre-School Tutor*

March 2018-March 2020

- Collaborated with students to complete homework assignments, identify

ACCOMPLISHMENTS

-Received a 4.9 GPA this past semester in junior year

-Received three academic scholarships in freshman year at SUNY Oneonta

-Received the Sutton Smith Academic Award during junior year at SUNY Oneonta

-Accepted into the Fashion Institute of Technology for senior year to receive an Associate's Degree

- lagging skills and correct weaknesses.
- Improved test scores by focusing on reading comprehension, math, and critical thinking skills through one-on-one tutoring sessions.
- Provided early intervention assistance to struggling students.
- Collaborated with parents to create tutoring sessions appropriate for student's age, learning preference and learning style.

Francesca's, Deer Park — *Sales Associate*

April 2021 - PRESENT

- Assisted customers with finding exactly what they were looking for throughout the store, and learned the POS system for the store's register to ring up customers

EDUCATION

The Fashion Institute of Technology, New York NY — *Advertising and Marketing Communications*

Present - Expected to graduate in 2023

-Associate's Degree

SUNY Oneonta, Oneonta NY — *Fashion Merchandising*

September 2021 - May 2023

-Bachelor's Degree

Deer Park High School, Deer Park NY — *High School Diploma*

September 2015 - June 2019

EXTRACURRICULAR ACTIVITIES

- Member of the Oneonta State Kickline Team since the fall semester of freshman year in 2018 until March of 2022
- Member of the Terpischorean Dance Company in the spring semester of junior year in 2022
- Host of SUNY Oneonta's Girl Talk for one episode

