| Laura BuenoMy objective is to use my skill set to increase services for customers and improve their overall experience. | 410 Ocean aveBrooklyn, NY 11226**(929) 294-3506****Laurabueno0922@gmail.com** |
| --- | --- |
| EXPERIENCEBrooklyn liquors, Brooklyn, NY — *sales associate*April 2020 - PRESENT* Greeting customers and guiding them to a particular wine that they are looking for.
* Recommending wines, such as a variety of specific liquors.
* Experience with POS systems as well as handling cash or transactions that need to be verified by a merchant company.
* Answering phone calls, and answering questions regarding the delivery schedule and other questions with wines, or store hours.

Paperific, Brooklyn, NY — *cashier*June 2018 - December 2019 * .Scan items and ensure pricing is correct.
* Greet customers.
* Take customer’s order
* Help customers with any item they are looking for.
* Take coupons and scan correctly.
* Dispense correct change.
* Take money in the form of cash, credit card, or check.

Papa Leone, Brooklyn — *Waitress*June 2017 - March 2018* Provided quality customer service in a fast-paced environment.
* Informed customers of daily specials and promotions.
* Answered questions about menu selections and made recommendations when requested.
* Maintained clean and work areas.
* Resetting tables for the next service.
* Arranged the dining room to accommodate multiple large parties of up to 25.

Stanley Isaacs neighborhood center, Manhattan, NY — *Yalp student intern* January 2016 - August 2016* Contacted participants for orientation.
* Keep confidential record keeping of participants' attendance and reasons for no show.
* Conducted outreach to other programs for recruitment.
* Assisted with the team projects for the program.

EDUCATIONUCHS, union city, NJ— *High school diploma* 2016Monroe College, Bronx, NY — *associate degree* April 2020 - Present | SKILLS* Excel
* Powerpoint
* Customer service
* Microsoft word

LANGUAGESEnglish and spanish.  |