

Shania Shepherd

New York, NY 11580 • 516-376-6786 • yasmineshepherd@gmail.com

SKILLS

- Goal-oriented
- Excellent Communication Skills
- Time-Management
- Attention to Detail
- Customer Service Skills
- Proficient in Microsoft Suite

EXPERIENCE

Home Depot

June 2020- August 2020

Customer services Representative

- Provide fast, friendly service by actively seeking out customers to assess their needs and provide assistance.
- Learning basics in adjacent departments, while maintaining the in-stock condition of assigned areas, and ensuring it is clean, shop-able, and safe.
- Providing a safe working and shopping environment by following all safety policies & standards
- Completed specified safety training, corrected hazards & unsafe conditions
- Maintain knowledge of sales by reading daily, weekly, and monthly sales report

CVS Pharmacy

November 2018 – April 2020

Cashier

- Greeted customers, answering their questions, helping them locate items, and providing advice or recommendations.
- Operated a cash register to process cash, check and credit card transactions
- Restocked, arranged and organized merchandise in a strategic manner to drive product sales
- Maintained knowledge of current promotions, policies regarding payment and exchanges, and security practices

Nassau Community College

April 2017 – May 2018

Assistant Administrative Assistant

- Perform administrative duties such as filing photocopying etc.
- Answer telephones and transfer calls to the correct departments.
- Drafted meeting agendas supplied advanced materials and executed follow-up for meetings and team conferences.
- Managed the receptionist area including greeting visitors and responding to telephone and in-person requests for information.

Jim Dandy Dry Cleaning

May 2016 – March 2017

Assistant Cashier

- Examine and sort into lots of articles to be cleaned, according to color, fabric, dirt content, cleaning technique that is required.
- Inspect garments for defects, damage, or stains.
- Sort materials or products for processing, storing, shipping, or grading.
- Collect receipt of payment

Amazon

November 2020- January 2021

Seasonal Sortation Associate

- To ensure we meet customer-promised delivery times
- Selecting, packing and shipping customer orders
- Sort packages into delivery routes

Visionwork

January 2021-Current

Clinical Specialist

- Maintain complete and accurate patient records before conducting preliminary testing
- Introduce patient to OD and provide OD with important patient information
- Execute day-to-day operational activities to support the store's exam lane maintenance and patient experience goals including: restocking inventory, cleaning equipment, verifying/maintaining insurance authorization, and answering phones to meet additional patient needs

EDUCATION

Nassau Community College

Major: Food and Nutrition

Garden City, NY

Valley Stream South High School

High School Diploma

Valley Stream, NY

June 2016