

Alyssa Owens

(312) 402-8688 | alyssaowens7@gmail.com | 9424 South Loomis St., Chicago, IL 60620

Candidate Summary

Enthusiastic and dependable employee with 3 years customer service experience seeking employment in the hospitality field. Known for time management, dependability, and being calm under pressure

Education

King College Prep, Chicago, IL June 2016
ServSafe Food Handler Certificate April 2019
Harold Washington College, Chicago, IL **Major:** Fine Arts

Skills

Food Prep, Sweeping and Sanitizing, Customer Service, Microsoft Word, Excel, PowerPoint

Professional Experience

Adecco - Chicago, IL

March 2021 to December 2021

Transaction Specialist

- Processed daily document transactions which included some moderately complex tasks.
- Inputted data into the system while following standard operating procedures.
- Maintained site productivity and quality standards.
- Handled between 60-70 applications an hour.

Binny's Beverage Depot - Evergreen Park, IL

October 2020 to December 2020

Seasonal Store Associate

- Follow proper age verification policies.
- Provide friendly assistance to customers and observe customer service policies.
- Perform cash register operations and maintain check-out, shopping cart and box storage areas.

Levy at Guaranteed Rate Field, Chicago, IL (Seasonal)

April 2019 - September 2019

Cashier

- Handled cash and credit card transactions using the POS system
- Responded to guests' needs and requests; effectively used suggestive and upselling techniques

- Maintained service areas

Navy Pier, Chicago, IL (Seasonal)

November 2018 -

January 2019

Guest Experience Employee

- Offered exceptional service to both guests and partners of the company
- Delivered high-quality experiences, both cultural and educational, as well as guest services

Cook County Clerk of the Circuit Court, Chicago, IL (Seasonal)

June 2018 –

August 2018

Summer Office Intern

- Filed and scanned 40-50 court documents per day for court cases
- Provided customer service by answering and transferring 20-30 calls per day

MAPS Corps, Chicago, IL (Seasonal)

Summer 2014,

2015, 2016

Summer Intern-Data Analyst

- Solicited local businesses within the community to collect data for a website
- Input collected data into a database to be accessed by the community via a website
- Presented findings via PowerPoint on collected data at the Science Symposium at the University of Chicago

Best Buddies Program, Chicago, IL

September 2012 –

June 2014

Committee Chairperson

- Mentored clients with intellectual developmental disabilities on self-confidence and self-esteem
- Hosted holiday parties for clients within the program
- Fostered relationships between people with/without disabilities