

Si'mone Dinkins
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SUMMARY

Customer Service professional with experience in seeing through the customer's eyes. I have the ability to problem solve independently and know when to escalate a problem to management. Greeting people with a smile and hospitality.

SKILLS

Microsoft Computer Skills - Word and Excel
Keyboarding 45wpm with 65% accuracy
Creative Thinker
Ability to organize and sort items proficiently
Written and verbal communication skills
Guest Services
Housekeeping
Home Health Care
Front Desk

EDUCATION

Customer Service Certified ICSA, International Customer Service Association

Financial Literacy Computer Studies

Home Health Aide Certificate

C.P.R/First Aid

G.E.D.

WORK HISTORY

Residence Inn Marriott

Beachwood, Ohio

April 2018-September 2018

Gatehouse

Greet guest during breakfast

Clear breakfast plates

Wipe tables and table tops

Clean windows

Vacuum breakfast area and hallways

Refill all breakfast items

Housekeeping

Cleaned studio sized rooms or two bedroom suites deep cleaning when needed and always sanitized bathrooms

Laundry

Washed Dried and folded wash clothes towels and Linen restocked shelves

First Choice

South Euclid, Ohio.

2014 - 2018

Home Health Aide

Prepared updates on patients care and progress to help with determination of needs for a Home Health Aide

Identified patient discharge needs and assisted with care recommendations

Provided customized healthcare to patients

Implemented healthcare procedures in accordance with employer guidelines

Worked various shifts to ensure that each patient received care

Coordinated efforts with Licensed Vocational Nurses and Home Health Aides

Urway

Independent Contractor

Suburbs and Cleveland, Ohio Area

2008 - 2014

Cleaning Services for residential and commercial

Front Desk

Comfort Inn

November 2005 - March 2006

Greet guest assigned rooms

Accepted payments made over
Phone during reservations also
Collected payments after checkout