

First & last name

Add Full Address

Email: example@gmail.com, Phone: (xxx) xxx-xxxx

Overview

Upbeat, enthusiastic, and punctual sales associate with an excellent work ethic and sales experience. Over two years of experience in managing inventory, running the cash register, and delivering prompt customer service with a smile.

Skills

- Excellent sales and customer service skills
- Ability to communicate effectively with customers, peers and management
- Ability to work with team in a learning environment
- Creative, self taught and quick learning
- Ability to deal with a diverse population
- Computer Skills: PowerPoint, Word, and Excel

Experience

Cashier

8/2020- present

Mobil Gas station, Alhambra/CA

- Highly skilled in providing a timely, efficient, and considerate customer experience.
- Able to assist customers with purchases and transactions.
- Restocking merchandise.
- Accurate with math and currency.
- Working efficiently under pressure.
- Identifying common fraud/errors/irregular transactions.

Education

High School Diploma

2013

References:

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OBJECTIVE

To obtain a challenging position as an Electrical Engineer where my education and experience could be utilized and developed.

EXPERIENCE

Support Engineer 05/2003 – 09/2005
Orascom Telecom, Egypt

- Provided quick and accurate solutions to problems.
- Represented Microsoft and communicated with customers.
- Met customer requirements according SLA (service level agreement).
- Established a strong client base and increased territory by identifying prospects and maintaining superior client- focused service.

Telecommunication network Engineer 11/2001 – 05/2003
Ericson, Egypt

- Tested, Troubleshot & Designed RF circuits, STFS receiver, ADSL modem
- Tested and monitored product safety, leading to safer electronic communications products.
- Maintained and managed network environment including troubleshooting.
- Designed, constructed, documented and maintained a multi-node IP network environment including remote WAN access via VPN utilizing Cisco routers /switches.

EDUCATION / CERTIFICATION:

Bachelor of Science in Electric Engineering Mansoura University, Egypt	June 1999
Cisco Certified Network Associate (CCNA)	Aug 2000
Ericsson Telecommunications Associate: Introduction to 3G Technology	May 2004

SKILLS:

- Creative, Self taught and Quick learning
 - Strong customer service
 - Technical & academic presentations
 - Technical writing & excellent communication
 - Excellent visualization with blueprints
 - Knowledge of Engineering Economic
- Experience: Microsoft Office
Microsoft Visual Basic
MicroStation V8i

All references, certificates and documents are available upon request.

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OVERVIEW

Professional planner, designer and manager of a multimillion-dollar projects as well as high profile projects in the public works sector. Successfully completed projects from the planning phase through construction phase while developing partnerships and creating positive relationships with local officials, utility companies, private developers and the community. Outstanding communication skills, strong analytical problem solving skills, high expectations in quality of work and posses a strong work ethics and responsibility in bringing projects to completion on time and within budget.

OBJECTIVE

To obtain a challenging position as a Civil Engineer where my education and experience could be utilized and developed.

EXPERIENCE

Civil Engineering Assistant

03/2015 – present

City of West Covina (Public Works/Engineering Division)

- Review grading, photometric, horizontal control, erosion control, and utility plans.
- Perform NPDES evaluations for storm water and urban runoff.
- Review Hydrology, Hydraulic Reports, and LID Reports.
- Prepare CIP plans: CDBG, Bus shelters, Sidewalk repair, Door access, Stairwell enclosure, ...
- Prepare and assist in the preparation of preliminary and final plans and specifications for City construction projects, including street projects, street lighting system, CDBG, bus shelters, and sidewalk repair.
- Prepare cost estimate for CIP, engineering estimate and change orders.
- Collect field data for Construction Improvement Projects (CIP).
- Prepare staff and council reports for City council meeting.
- Perform field inspection work, including and make recommendations of possible changes.
- Investigate various complaints relating to public and private non-compliance issues and analysis them in a scientific aspect.
- Prepare construction agreements, the preparation of requests for proposals, the awarding of contracts, agreements, and the monitoring of contractors.
- Prepare related data, maps, charts, tables, diagrams, reports, and fact sheets.
- Review and update the City website.
- Manage the utility permit requests and review traffic control plans.
- Review retaining walls and free standing walls design and soil reports.

Site Manager
Los Angeles Air Force Base 61SFS (Evergreen Fire & Security)

05/2016 – 09/2017

- Managed the Preventive Maintenance contract for automated entry control systems (AECS), intrusion detection equipment/systems (IDE/IDS) and CCTV systems at Los Angeles Air Force Base (LAAFB).
- Installed, tested, troubleshooted AECS, IDE/IDS and CCTV projects.
- Coordinated with senior leadership for all alarm system related projects.
- Installed various types of equipment to support Law Enforcement, Military, and civilian applications.
- Worked with onsite engineers on complex applications of various types of equipment from digital to analog devices.
- Integrated and programmed complete CCTV systems, and access control from ground up.
- Installed SAAG Drivers and alarm servers in SCIFs (Top Secret Areas).
- Training facility personnel on alarm system functions and applications.

EDUCATION / CERTIFICATION:

Bachelor of Science in Civil Engineering December 2010
California Polytechnic University Pomona, CA

Engineering in Training Certified October 2011

MDI Security System Certified (SAFEnet Administrator) June 2013

Monitor Dynamics Certified (Networking & SQL Admin) June 2013

FARGO Certified (Magnetic Encoding) June 2013

SKILLS:

- Creative, Self taught and Quick learning
- Strong customer service
- Technical & academic presentations
- Technical writing & excellent communication
- Excellent visualization with blueprints
- Knowledge of Engineering Economic
- Experience: Microsoft Office
AutoCAD 2007/2011
Retain Pro
- Knowledge of: Microsoft SQL
InRoads
GIS
SAP 2000
SolidWorks

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OBJECTIVE

To obtain a challenging position as an education assistant-intensive support where my education and experience could be utilized and developed.

EXPERIENCE

Clerk at St. Kyrillos Dentist office

May 2013–Present

- Greet and assist patients the moment they enter a dental off.
- Make appointments for patients and maintain their accounts.
- Operate office machines, such as photocopiers and scanners, facsimile, machines, voice mail systems, and personal computers.
- Answer telephones, direct calls, and take messages.
- Maintain and update filing, inventory, mailing, and database systems, either manually or using a computer.
- Communicate with customers, employees, and other individuals to answer questions, disseminate or explain information, take orders, and address complaints.
- Open, sort, and route incoming mail, answer correspondence, and prepare outgoing mail.
- Greet persons entering establishment, determine nature and purpose of visit, and direct or escort them to specific destinations.
- Transmit information or documents to customers, using computer, mail, or facsimile machine.
- Hear and resolve complaints from customers or the public.
- Perform administrative support tasks, such as proofreading, transcribing, handwritten information, or operating calculators or computers to work with pay records, invoices, balance sheets, or other documents.
- File and maintain records.
- Provide information about establishment, such as location of departments or offices, employees within the organization, or services provided.

Seasonal Retail Sales at Macy's Store

October 2011– July 2012

- Greet Customer and respond promptly to their inquiries.
- Provide customer service.
- Obtain and evaluate all relevant information to handle inquiries and complaints.
- Process orders, forms, applications and requests.
- Follow up on customer interactions.
- Provide detailed information on services and products to customers.
- Open new customer accounts.
- Recommend additional merchandise that complements customer selections.
- Use in-store technology and tools to enhance the shopping experience.
- Use point-of-sale and mobile point-of-sale systems to process customer purchases.

- Share my knowledge of store products and services to build sales and minimize returns.
- Handle returns with courtesy, ease, and professionalism
- Direct requests and unresolved issues to the designated resource
- Communicate and coordinate with internal departments

Accounting Technician at Elsalm Hospital in Egypt.

2006-2009

- Operate computers programmed with accounting software to record, store, and analyze information.
- Check figures, postings, and documents for correct entry, mathematical accuracy, and proper codes.
- Classify, record, and summarize numerical and financial data to compile and keep financial records, using journals and ledgers or computers.
- Debit, credit, and total accounts on computer spreadsheets and databases, using specialized accounting software.
- Operate 10-key calculators, typewriters, and copy machines to perform calculations and produce documents.
- Receive, record, and bank cash, checks, and vouchers.
- Comply with federal, state, and company policies, procedures, and regulations.
- Compile statistical, financial, accounting, or auditing reports and tables pertaining to such matters as cash receipts, expenditures, accounts payable and receivable, and profits and losses.
- Code documents according to company procedures.
- Reconcile or note and report discrepancies found in records.
- Access computerized financial information to answer general questions as well as those related to specific accounts.
- Match order forms with invoices, and record the necessary information.
- Perform general office duties, such as filing, answering telephones, and handling routine correspondence.
- Perform personal bookkeeping services.
- Prepare bank deposits by compiling data from cashiers, verifying and balancing receipts, and sending cash, checks, or other forms of payment to banks.
- Prepare trial balances of books.
- Calculate, prepare, and issue bills, invoices, account statements, and other financial statements according to established procedures.
- Calculate and prepare checks for utilities, taxes, and other payments.
- Compute deductions for income and social security taxes.
- Prepare and process payroll information.
- Compare computer printouts to manually maintained journals to determine if they match.

EDUCATION

Zezenia High School, Alexandria, Egypt

High Institute for Literature Studies, King Maruot, Alexandria, Egypt,
2008-2010

SKILLS

- . Outstanding interpersonal, customer service and communication skills.
- . Strong math and Problem-solving.
- . Proficient in computer skills.
- . Perform many tasks in a high pressure.
- . Managing one's own time and the time of other.

REFERENCES

Add a reference