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## CORE COMPETENCIES

- Customer Service & Client Engagement
- Merchandising & Visual Display
- Cash Handling & POS Operation
- Inventory Tracking & Management
- Front-of-House Operations & Scheduling

## WORK EXPERIENCE

HEIDEE'S FORMALS | Jacksonville, FL Customer Service & Floor Representative | June 2020  
– February 2026

- Provided high-touch customer support in person and via phone, converting consultations into high-satisfaction sales.
- Processed high-volume cash and card transactions with zero-error register balancing and efficient POS operation.
- Maintained floor organization, securing stock rooms and keeping sales floor inventory accessible and presented.
- Managed appointment calendars and front-of-house logistics to optimize daily store traffic flow.

HEIDEE'S FORMALS | Jacksonville, FL Digital Merchandising & Stock Coordinator | June 2018  
– February 2020

- Managed live inventory tracking to align physical stock accurately with digital availability.
- Created promotional content and updated product displays to enhance product engagement.

M SHACK RIVERSIDE | Jacksonville, FL Front-of-House Cashier | 2018 – 2019

- Processed high-volume transactions accurately during peak lunch and dinner operating hours.
- Managed register drawers, cross-promoted menu add-ons, and maintained dining area cleanliness.

MOJO BBQ & BLUES | Fleming Island, FL Busser / Dining Area Attendant | June 2017 – August 2017

- Maintained cleanliness and sanitation standards in the dining area during peak hours.

DOMO JAPANESE STEAKHOUSE | Fleming Island, FL Busser / Dining Attendant | June 2016  
– August 2016

- Cleaned and prepared dining areas while assisting team members to support efficient service flow.

MCDONALD'S | Fleming Island, FL Crew Member | June 2015 – August 2015

- Handled customer transactions and coordinated with team members to maintain service speed in a high-volume environment.

## EDUCATION & HONORS

Award of Excellence | National Academy of Future Physicians and Medical Scientists (June 2025)

- Recognized for academic achievement and leadership potential; credential certified by Dr. Mario Capecchi following intensive biomedical training.

University of Massachusetts Boston | Winter 2020

- Completed Calculus AB coursework (Online)

Quincy College | Quincy, MA | Summer 2020

- Completed undergraduate coursework

Fleming Island High School | Fleming Island, FL | Graduated 2018

- High School Diploma