Nate Metcalf

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Job Objective

Dedicated customer service professional with 3 years of experience in providing exceptional customer service to a diverse clientele. Skilled in conflict resolution, problem-solving, and communication. Passionate about working with people and committed to ensuring their needs are met. Seeking a customer service position where I can further develop my skills and contribute to the success of the company.

Education

South Houston High School

Jun 2017

Experience

Memorial Hermann Hospital

May 2021 ~ Present

Patient Transportation

- Assist patients with mobility by lifting them into wheelchairs or stretchers.
- Transport patients to various locations within the hospital for medical procedures.
- Provide emotional support and comfort to patients during transportation.

Fogo De Chaõ

Aug 2020 ~ May 2021

Market Table Attendant/ Kitchen Prep

- Assisted guests in selecting items from the salad bar and provided information about ingredients to accommodate dietary restrictions and allergies.
- Maintained the cleanliness and presentation of the market table, ensuring a positive guest experience.
- Assisted with kitchen prep as needed, including chopping vegetables and preparing ingredients.
- Quickly promoted from dishwasher to market table attendant within two weeks.

Wheelchair attendant / Cabin Cleaner

- Cleaned planes at George Bush Airport's international terminal, ensuring that cabins were ready for the next flight.
- Provided wheelchair assistance to passengers who required assistance getting on and off the plane, and communicated with passengers to understand their needs and answer any questions.
- Ensured that all passengers with disabilities received a positive experience by providing exceptional customer service and meeting their needs.
- Received positive feedback from passengers for excellent service.

Skills

Customer service, quick learner, self-motivated, adaptable, good time management, good at multitasking, good with technology, interpersonal skills, helpful to others, problem-solving, writing, empathy, and attention to details, Microsoft Office

References

Chuck Metcalf - Former Employer of United (713) 594-2293

Sandra Balbuena - Fogo De Chao (713) 269-9535