

Stefanie Hymes

Customer Service Professional

Wylie, TX 75098

stefaniehymes@gmail.com

+1 469 668 3592

Skilled customer service professional with 8+ years of ensuring guest satisfaction and solving problems ● Proven experience providing customer support in busy hotel, restaurant, hospital, and warehouse environments ● Unwavering commitment to customer service, with ability to build productive relationships, resolve complex issues and win customer loyalty

#readytowork

Authorized to work in the US for any employer

Work Experience

Server/Waiter

Buffalo Wild Wings-Waxahachie, TX

March 2024 to Present

Greet customers, take drink and food orders, ensure that drinks are filled in timely manner, provide happy environment for guests to enjoy their experience, responsible for taking guests payments, cleaning up after each guest, washing dishes, running food

SMH Cleaning

Self Employed Contractor-Wylie, TX

July 2020 to Present

- Responsible for all basic cleaning in and around residences or office buildings.
- Cleans floors and rooms. including dust mopping, damp mopping, sweeping, vacuuming, dusting, picking up larger objects off the floor, and spot cleaning glass and windows.
- Cleans restrooms, emptying trash, cleaning and sanitizing fixtures, cleaning mirrors, spot cleaning partition doors and walls, sweeping and mopping tile floors, and cleaning toilets and urinals.
- Vacuums, empties trash, and replaces liners.
- Sets up, stocks, and maintains cleaning equipment and supplies.
- Monitors and maintains sanitation and organization of assigned areas.
- Transports dirty linens to correct area to be cleaned.
- Performs additional duties as needed.

Front Desk Receptionist

La Quinta Inns & Suites-Wylie, TX

December 2019 to June 2020

DECEMBER 2019 - June 2020

FRONT DESK RECEPTIONIST, LA QUINTA BY WYNDHAM

- Assist all guests in a sincere and courteous manner, whenever possible going the extra mile and doing whatever it takes to ensure guest satisfaction. ● Greet, register and process guests promptly upon arrival and departure. ● Make and confirm reservations ● Post charges, such as those for rooms, food or telephone calls to ledgers ● thoroughly understand and adhere to proper credit and cash handling policies ● resolve guest comments or complaints ● Use proper telephone etiquette ● Maintain the cleanliness and tidiness of the front desk and lobby areas

UNIT SECRETARY

DALLAS MEDICAL CENTER

September 2018 to August 2019

Act as a receptionist for the nursing unit, answering telephone calls, patient lights, and greeting and assisting visitors and staff. Answers questions and/or assists in problem solving or re-directing people to the proper resource.

Organize and update all patient charts including proper forms with proper labels, posting orders for validation by the nurse or charge nurse, assuring proper order of charts, and thinning charts when indicated according to guidelines.

Assemble new patient charts including proper tagging and identification, forms, stickers, and admission packets for use by clinical staff including nurses and physicians.

Process admissions, discharges and transfers, including computer entry and census information under the direction of the nurse and/or supervisor.

Review physician order sheets for new orders, initiates the necessary paper work assuring that no order is implemented until it is signed off by a nurse.

Enter data into the computer to update patient records, generate orders, print reports, and maintain data under the direction of the nurse.

Notify other departments as well as medical staff and consulting medical staff of new orders or requests for services according to established processes.

Assist with patient call lights, patient transportation, and patient care needs when needed and in accordance with their training and skill.

Maintain supplies in support of the nursing unit including secretarial supplies and forms as well as equipment rentals or other special purchases in collaboration with the charge nurse/supervisor or the CNO.

Make copies and performs any clerical support activities to assure efficiency and provide support to the clinical staff.

SHIFT MANAGER

Fuzzy's taco shop

May 2016 to September 2018

- Proactively manage a crew of eight or more employees. ● Count money and make bank deposits. ● Investigate and resolve complaints regarding food quality, service, or accommodation. ● Perform service tasks such as cooking, clearing tables and serving drinks when necessary. ● Responsible for opening and closing the store. ● Converses with customers by telephone or in person to provide information about products or services, took orders, or obtained details of complaints

OPERATIONS/ADMINISTRATIVE MANAGER/FACILITATOR

United Parcel Service (UPS)-Dallas, TX

November 2011 to May 2016

Monitored the facility to ensure that it remained safe and well-maintained. ● Conducted classes to teach new and current employees safety procedures. ● Kept and organized records of employees and staff. ● Create, maintain, and enter information into databases. ● Loaded or unloaded trucks when extremely short staffed to make deadlines. ● Planned and organized employee appreciation events for reaching safety goals. ● Facilitated new hire orientation classes weekly of up to 30 people a class.

Education

Bachelor's in Nursing

Texas Woman's University - Denton, TX

August 2010 to Present

High school or equivalent

Sachse

Skills

- Filing
- Customer Service Skills
- Data Entry
- Scheduling
- Clerical
- Organizational Skills
- Highly focused and results-oriented self-starter with strong work ethic.
- Attention to detail
- Ability to cope with stress, showing self-control
- Microsoft Office
- Multi-tasking
- Phone Etiquette
- Vital Signs
- Customer service
- Customer service
- Guest services
- Restaurant experience
- Cash handling
- Shift management
- Bartending
- Time management

Links

<http://www.linkedin.com/in/stefanie-hymes-7aba05171>

Certifications and Licenses

BLS for Healthcare Providers (CPR and AED)

January 2019 to January 2021

TABC Certified

Food Handler Certification

Assessments

Customer service — Proficient

January 2021

Identifying and resolving common customer issues

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.