**PROFESSIONAL SUMMARY:**

Motivated self-starter who’s earned a reputation for being competent, hardworking, and reliable. Over 7 years of customer service, with strong proficiency in guest problem-solving. Over 3 years purchasing experience.

**STRENGTHS:**

* Communicate with clients, vendors, team members, and other individuals to answer questions, disseminate or explain information, order product, and address complaints.
* Establish and maintain relationships with vendors.
* Professionally represent the Casino and management on and offsite.
* Contribute to the growth and performance of the company.
* Detail oriented and excellent time management skills.
* Promotion development including coordination, analysis, and continual monitoring for progress.
* Encouraging and operating a work environment, which facilitates teamwork, cooperation, open communication, and the ability to offer superior guest service.
* Proficiency in several software applications: Word, Outlook, Excel, Power Point, CMP, Food-trak, SAGE, and eRequester.

**EMPLOYMENT HISTORY:**

**LUCKY EAGLE CASINO AND HOTEL, ROCHESTER, WA**

**Feb 2016 – Present**

**Finance -** *Purchasing Agent*

* Excellent communication skills with vendors and team members.
* Strong ability to prioritize and organize workloads to meet strict deadlines with minimal supervision.
* Contact vendors to place orders in accordance with established purchasing procedures.
* Resolve and expedite vendor invoices for payment processing.
* Monitor inventories, including food & beverage, maintain appropriate levels and reorder points.
* Issue request for quotes/proposals for various purchases under director’s direction. Perform accurate data entry in purchasing applications.
* Distribution, filing and maintaining of purchase orders and related documents.
* Provide information about establishment, such as location of departments or offices, employees within the organization, or services provided.
* Operate office equipment, such as fax machines, copiers, or phone systems and arrange for repairs when equipment malfunctions.
* Maintain strict confidentiality.

**May 2014 – Feb 2016**

**Marketing –** *Players Club Representative*

* Create, maintain, and enter information into databases.
* Resolve customer complaints or answer customers' questions regarding policies and procedures.
* Analyze details of sales territories to assess their growth potential and to set quotas.
* Operate telephone switchboard to answer, screen, or forward calls, providing information, taking messages, or booking reservations.
* Resolve complaints from customers or the public.
* File and maintain records.
* Provide information about establishment, such as location of departments or offices, employees within the organization, or services provided.
* Operate office equipment, such as fax machines, copiers, or phone systems and arrange for repairs when equipment malfunctions.
* Engage with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
* Review work throughout the work process and at completion to ensure that it has been performed properly.
* Apply customer/guest feedback to service improvement efforts.
* Utilize customer service skills to create an upbeat environment.
* Consistently meets or exceeds goals set by upper management.
* Enthusiastic in approaching and establishing new guest relationships.
* Possess excellent interpersonal and communication skills.
* Maintain organizational and network building skills.

**CARTER’S RETAIL STORE, CENTRALIA, WA**

**November 2011 – June 2014**

Sales Representative

* Greet and approach guests enthusiastically and inform them of promotions and sales.
* Obtain customer information to create accounts to mail promotions to customers.
* Communicate well, and solve customer issues.
* Meet customer needs to the best of my ability.
* Check customers out at the register.
* Have strong organizational skills and be able to set a sales floor.

**EDUCATION:**

a

High School diploma, Associate in Arts degree

July 17, 2019

To whom it may concern,

It is my true pleasure to recommend Alexandra Jackson for an opportunity within your organization. I was Ms. Jackson’s manager in the purchasing department at Lucky Eagle Casino from February 2016 until January 2018 when I retired.

Ms. Jackson made significant contributions to the advancement of the department both individually and as a team player. She played crucial roles in the implementation and training of two major initiatives; a companywide e-requisitioning system that required integration with a legacy accounting/purchasing system, and a realignment of the food & beverage order/inventory system. In each case she provided clear insights, recommended best practices, and created training materials & scheduling.

She effortlessly blended into the organization, gaining the respect and admiration of her coworkers and management. Having a can-do positive outlook, excellent verbal and written communication skills, and the ability to confidently communicate with all levels of the organization, she was frequently asked to participate on projects. Time management and work/home balance are major factors in her success. Yet somehow, she always finds a way to make time for people when asked.

Although Ms. Jackson had little previous purchasing experience, she was a very quick study and became a fantastic assistant. From the beginning she presented everyone with openness, fairness, honesty and integrity, and gained trust and respect from all our suppliers. She was a great asset to me and the entire Lucky Eagle Casino family. With all of this she was selected to replace me upon my retirement.

For these reasons and more, I highly recommend Alexandra and I believe she would be a great asset to any organization.

If you would like to contact me for additional information, please call 360-943-3838,   
text 360-485-6031 or email [merrill313@aol.com](mailto:merrill313@aol.com).

Merrill Goldstein

1425 13th Avenue SW

Olympia WA 98502