

Trinity Stiles

Fort Collins, CO 80526

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An enthusiastic and adaptable professional eager to embark on a dynamic career path to gain diverse experience and cultivate a broad skill set. Committed to continuous learning and growth, with a strong work ethic and a passion for taking on new challenges. Possesses excellent interpersonal and communication skills, coupled with a quick learning ability. A dedicated team player who thrives in dynamic environments and seeks opportunities to contribute to various fields while developing a strong foundation for future career endeavors. Open to diverse roles that foster professional development and provide exposure to different industries.

Authorized to work in the US for any employer

Work Experience

Receptionist

H&R Block-Fort Collins, CO

December 2023 to Present

As a dedicated and personable receptionist, my job was to commit to providing exceptional customer service. Proven ability to handle a variety of tasks efficiently, including answering phones, greeting clients, scheduling appointments, and ensuring a seamless client experience.

My responsibilities were:

- Phone Handling and Client Greeting:
 - Professionally answer incoming calls, directing them to the appropriate department or individual.
 - Greet clients in a warm, personalized, and inviting manner to create a positive first impression.
- Client Matching:
 - Assess client needs and preferences to match them with the best-suited tax professional for their specific requirements.
 - Ensure effective communication with tax professionals to facilitate a smooth transition for clients.
- Appointment Scheduling:
 - Efficiently schedule client appointments based on their preferences and availability.
 - Use scheduling systems to manage appointments and make adjustments as needed.
- Client Service:
 - Assist in meeting all client needs during their service, whether in person, over the phone, or virtually.
 - Address client inquiries and concerns promptly, providing accurate information or escalating issues when necessary.
- Office Maintenance:
 - Maintain cleanliness and organization of the office environment.
 - Collaborate with team members to ensure resources are well-organized and readily accessible.
 - Manage office supplies, ensuring an adequate stock at all times.

This comprehensive job description showcases my receptionist's role in creating a positive client experience, managing appointments, and contributing to the overall efficiency of the office.

Courtesy Clerk/Cashier

King Soopers-Fort Collins, CO

September 2022 to April 2024

• As a Courtesy Clerk, my role is vital in ensuring a smooth and positive shopping experience for our customers. I am responsible for various tasks that contribute to the efficient operation of the store and the satisfaction of our patrons. My primary duties and responsibilities include:

Customer Service:

1. Manage transactions with customers using cash registers, ensuring accuracy and efficiency in processing payments.
2. Scan goods and verify pricing to guarantee accurate transactions.
3. Collect payments from customers, whether in cash or through credit card transactions.
4. Create a welcoming and helpful atmosphere for customers by answering their questions about products sold within the department and throughout the store.

Store Maintenance:

1. Inform customers of grocery specials and promotions to enhance their shopping experience.
2. Return merchandise to store shelves and ensure items are correctly stocked.
3. Gather shopping carts and return them to designated areas to ensure a clean and organized store.

Product Knowledge:

1. Familiarize myself with the store's layout, locate products, and conduct price checks for cashiers and customers.
2. Gain and maintain knowledge of products sold within the departments, allowing me to respond to customer inquiries and make product recommendations.

Safety and Cleanliness:

1. Adhere to all food safety regulations and guidelines to ensure the well-being of customers.
2. Clean up spills as needed and collect and dispose of trash both inside the store and in the parking lot.
3. Maintain cleanliness in your department and other assigned areas.
4. Practice preventive maintenance by inspecting equipment and reporting any issues that require repair.

Teamwork:

1. Collaborate with team members to promote a culture of teamwork and cooperation.
2. Work together to maintain a positive and welcoming environment for both customers and colleagues.

Compliance:

1. Adhere to all local, state, and federal laws and company guidelines to ensure the store's compliance with regulatory standards.

As a Courtesy Clerk, my dedication to customer service, attention to detail, and commitment to maintaining a clean and safe shopping environment are essential to our store's success. My role contributes to creating a positive and enjoyable shopping experience for our customers, helping to build lasting relationships and loyalty.

Cashier/Customer Service

Barnes & Noble Education, Inc.-Fort Collins, CO

August 2022 to September 2022

• As a Cashier/Customer Service, my role was pivotal in providing exceptional customer service and ensuring the smooth and efficient operation of the store. I am the last point of contact for customers during their shopping experience, and your responsibilities encompass a range of tasks to enhance their satisfaction. My primary duties and responsibilities included:

Checkout and Customer Service:

1. Efficiently and accurately check out customer purchases using cash registers, ensuring a smooth transaction process.
2. Provide a friendly and helpful demeanor, offering assistance to customers with a courteous and approachable attitude.
3. Aid customers in locating desired books within the store, offering guidance and recommendations when necessary.
4. Assist customers with the retrieval of online orders, ensuring a seamless pickup process.

Store Maintenance:

1. Contribute to the store's overall appearance by cleaning and restocking store shelves, and creating an organized and visually appealing shopping environment.
2. Perform regular sweeping and mopping of store floors to maintain cleanliness and safety standards.
3. Participate in the folding and hanging of clothing items to present an organized and neat clothing section to customers.

As a Cashier/Customer Service, my dedication to providing excellent customer service, attention to detail, and ability to maintain a clean and inviting store environment are crucial to our store's success. My role as the final point of contact with customers leaves a lasting impression and contributes to the overall satisfaction of our patrons. A friendly and helpful attitude ensures a positive shopping experience, fostering customer loyalty and trust.

Brand Ambassador

V3 Advertising-Pasadena, CA

May 2022 to June 2022

- As a Brand Ambassador, I am the embodiment of our company's values and mission, serving as a friendly and personable representative of our brand. My role was instrumental in creating positive connections with our audience, promoting our nonprofit organization, and engaging in sales activities that align with our values. My primary duties and responsibilities included:

Brand Representation:

1. Serve as the welcoming and personable face of the company, ensuring that our brand is associated with warmth and approachability.
2. Embody the values and mission of the nonprofit organization we represent, promoting awareness and understanding among our target audience.
3. Demonstrate a deep understanding of the nonprofit's goals and objectives, effectively conveying its importance to the community.

Customer Engagement:

1. Interact with customers, prospects, and the community in a friendly and educational manner, establishing positive relationships.
2. Educate individuals about the nonprofit's initiatives, conveying its impact and importance in a compelling and relatable manner.
3. Use polite and encouraging sales tactics to engage potential donors or supporters, fostering a sense of connection and trust.

Sales and Promotion:

1. Promote the nonprofit's cause through effective sales techniques, ensuring that potential supporters understand how their contributions can make a difference.
2. Encourage donations, memberships, or participation in nonprofit events and activities.
3. Provide information, answer questions, and address concerns to assist individuals in making informed decisions about supporting the nonprofit.

Team Collaboration:

1. Collaborate with the marketing and outreach teams to ensure consistency in brand messaging and promotional efforts.
2. Share valuable insights and feedback from customer interactions to help improve marketing strategies and outreach campaigns.

COVID-19 Screener/Front Office Clerk

Aerotek-Los Angeles, CA

September 2021 to March 2022

- As a COVID-19 Screener/Front Office Clerk, my role was pivotal in ensuring the safety and well-being of individuals entering our premises during the ongoing pandemic. I was responsible for various tasks related to health screening and front office management, contributing to a secure and organized environment. My primary duties and responsibilities included:

Health Screening:

1. Scan the temperatures of individuals entering the facility, following established protocols to identify potential COVID-19 symptoms.

2. Follow strict guidelines to ensure accurate temperature readings and maintain a record of screening results.

3. Politely and professionally communicate with individuals who exhibit symptoms, providing guidance on appropriate actions to take.

Front Entrance Maintenance:

1. Maintain a clean and sterile front entrance area to minimize the risk of viral transmission.

2. Regularly disinfect high-touch surfaces, such as door handles and counters, to create a safe environment for visitors and staff.

3. Ensure the availability of hand sanitizers and personal protective equipment (PPE) for individuals entering the facility.

Front-Desk Organization:

1. Organize and manage front-desk paperwork, including screening logs, visitor sign-in sheets, and any other necessary documentation.

2. Ensure that all required forms and records are up-to-date and easily accessible.

3. Assist with the distribution of informational materials related to COVID-19 safety measures and guidelines.

Greeter Responsibilities: 1

1. Welcome and greet individuals entering the facility in a friendly and professional manner.

2. Provide information about safety protocols, screening procedures, and any specific instructions for visitors.

3. Assist in managing the flow of incoming shifts by directing individuals to the appropriate areas and ensuring a smooth transition.

As a COVID-19 Screener/Front Office Clerk, my commitment to maintaining a safe and sterile environment, combined with the ability to conduct health screenings and provide clear instructions, is vital to the organization's efforts to prevent the spread of COVID-19. My role as a greeter and front office clerk sets the tone for a secure and organized entrance process, helping to protect the health of our community members and staff.

Security Officer

Allied Universal-Burbank, CA

February 2021 to April 2021

- As a Security Officer, my primary responsibility was to provide a safe and secure environment for both customers and employees while safeguarding the organization's assets and interests. I served as a visible and proactive presence, deterring unauthorized access, acts of harassment, violence, and theft. My commitment to professionalism and adherence to loss prevention guidelines contribute to the overall safety and well-being of the organization. My primary duties and responsibilities include:

Security and Access Control:

1. Act as a visible deterrent for unauthorized individuals attempting to access restricted areas, maintaining a vigilant and authoritative presence.

2. Control access points, ensuring that only authorized personnel enter secure zones.

3. Politely but firmly enforce security protocols, verifying credentials and permissions when necessary.

4. Conduct routine security patrols to identify and address potential security threats.

Safety and Conflict Resolution:

1. Protect customers and employees from acts of harassment, violence, or other threats by promptly intervening and taking appropriate action to de-escalate situations.

2. Maintain composure and professionalism during high-stress situations, always prioritizing the safety of individuals on the premises.

3. Collaborate with law enforcement and emergency services as needed to handle incidents or emergencies.

Theft Prevention:

1. Employ preventive measures to deter theft, including surveillance, monitoring security cameras, and conducting bag checks in accordance with established procedures.

2. Identify and report suspicious behavior or activities related to theft or other security concerns.

3. Assist in the investigation of theft incidents, providing relevant information and evidence as required.

Customer and Employee Assistance:

1. Provide courteous assistance to employees and customers within loss prevention guidelines, addressing inquiries and concerns while maintaining security protocols.
2. Offer guidance and support during emergency evacuations or other safety-related procedures.

Documentation and Reporting:

1. Maintain accurate and detailed incident reports, documenting all security-related activities and incidents.
2. Collaborate with management and law enforcement to compile evidence for investigations and legal proceedings.

Training and Compliance:

1. Stay updated on security procedures, loss prevention guidelines, and relevant laws and regulations through ongoing training.
2. Ensure compliance with company policies and security standards, reporting any breaches or non-compliance issues to appropriate authorities.

Security & Custodial Volunteer

Los Angeles City College

February 2019 to December 2019

• As a Security and custodial Volunteer, I played a critical role in maintaining a safe and clean environment within the organization while also assisting with directing individuals to the appropriate departments as needed. My dedication to ensuring security, orderliness, and cleanliness contributes to the overall well-being of the facility and the satisfaction of its users. My primary duties and responsibilities include:

Security Assistance:

1. Serve as a visible deterrent to unauthorized individuals in restricted areas, promoting a secure and controlled environment.
2. Patrol assigned areas, vigilantly monitoring for any signs of unauthorized access or suspicious activity.
3. Politely and professionally engage with individuals who may need assistance or clarification regarding access to specific areas.
4. Direct the student body and visitors to the proper departments or locations based on their individual needs, ensuring they receive timely and accurate assistance.

Custodial Support:

1. Perform custodial duties, including sweeping classrooms, wiping down exercise equipment, and maintaining cleanliness in various areas of the facility.
2. Ensure that exercise equipment and workout spaces are clean, safe, and ready for use by patrons.
3. Empty trash receptacles and dispose of waste in accordance with established procedures.
4. Assist in restocking cleaning supplies and maintaining inventory to ensure uninterrupted custodial services.

Team Collaboration:

1. Work closely with other volunteers and staff members to maintain effective communication and teamwork.
2. Report any safety concerns, security breaches, or maintenance issues promptly to the appropriate authorities or supervisors.
3. Attend volunteer meetings or training sessions as required to stay updated on security and custodial procedures.

Education

H.S. Diploma

Sun Valley High School

Skills

- Punctual
- Works well with others
- Hard working
- Reliable
- Detail oriented
- Quick learner
- Microsoft Office (3 years)
- Cashiering (2 years)
- Cash handling (2 years)
- Customer service (2 years)
- Front desk
- Communication skills
- Organizational skills
- Microsoft Word
- Microsoft Office
- Computer skills
- Clerical experience
- Time management
- Data entry (1 year)
- QuickBooks
- Microsoft Outlook
- Marketing
- Office management
- Banking
- Word processing
- Phone etiquette
- Windows
- HIPAA
- Medical office experience
- Medical receptionist
- EMR systems
- Medical terminology
- English
- Animal handling
- Animal restraint

Certifications and Licenses

Driver's License

Assessments

Customer focus & orientation — Proficient

June 2021

Responding to customer situations with sensitivity

Full results: [Proficient](#)

Customer service — Proficient

April 2022

Identifying and resolving common customer issues

Full results: [Proficient](#)

Administrative assistant/receptionist — Completed

April 2022

Using basic scheduling and organizational skills in an office setting

Full results: [Completed](#)

Retail customer service — Completed

May 2022

Responding to customer situations in a retail setting

Full results: [Completed](#)

Attention to detail — Proficient

May 2022

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Proficient](#)

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