

Amy J. Torres

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Objective:

My objective is to be an effective team player and leader to motivate myself and others to accomplish our goals in a timely and professional manner. I strive to preserve the company image, through superior customer service, and a can-do perspective.

Experience:

2020 – Current Facilitator Assistant KBI

I am part of a team at the quarantine hotel for individuals who tested positive or been exposed to the COVID 19 virus. I work with the Monroe County Department of Health and facilitate the needs of the residents, client intake and release.

2019 - Current Server Brian's USA Diner

My responsibilities include money and food handling, providing friendly, and efficient customer service. I perform all opening and closing procedures and help to maintain a sanitary environment.

2017 - 2019 Customer Service Rep Maximus

I assisted consumers in processing applications and updating accounts to determine eligibility for any health care subsidies they may be entitled to through N.Y. State of Health. This included navigating several operating systems to provide clear and concise information and assistance to our customers.

2014 - 2017 Bartender/ Manager Dominique's Showgirl

I was directly responsible for the managing of staff and daily operations. This included scheduling, training, hiring, payroll, and customer relations. I also worked with sales reps and vendors to maintain inventory control.

2013 – 2014 Front End Coordinator Dr. K's Cleaners

My duties included processing orders for both commercial and private accounts, data entry, money handling and customer service.

EDUCATION:

Genesee Community College: Currently a Junior in a Human Service Associates program.

Turning Point: Completed internship at nonprofit organization of Catholic Charities