

Shania Marie Claire Walters

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EDUCATION:

University at Buffalo, State University of New York

Expected Graduation: SPR 26

Bachelor of Arts in Psychology | GPA: **3.136/4.00** | Transfer Student

Binghamton University, State University of New York

Attended: FA 22 - SPR 24

Bachelor of Science in Nursing | GPA: **3.43/4.00** | Dean's List: SPR 23 - SPR 24

Preston High School

Graduation: June 2022

Advanced Regents Diploma | GPA: **94.00**

WORK EXPERIENCE:

Champs Sporting Goods — Bronx, NY

Sales Associate | June 2021 – January 2024

- Ensuring informed collaboration for superior sales, achieving high client satisfaction, meeting operational goals, and exceeding customer expectations.
- Maintained productivity, asks open-ended questions, acquires and imparts product knowledge, stays updated on trends, fostering a welcoming workplace for a positive environment.

HK Kitchen & Draft House — Bronx, NY

Host, Server, Busser | April 2022– July 2022

- Providing exceptional customer service with a positive and attentive approach. Managing online orders and in-person interactions while actively packing and engaging with customers.
- Adaptable to various roles, including waitressing and bussing, demonstrating quick and responsible task handling.
- Proficient in handling transactions and maintaining cleanliness at both tables and surrounding stations.

Chipotle — Binghamton, NY

Food Service Worker | January 2023 – July 2023

- Demonstrated exceptional customer service consistently, upholding high standards even in fast-paced scenarios.
- Maintained composure and focus during high-stress shifts amid restaurant rushes. Collaborated with team members to enhance operational efficiency.

Garage — Buffalo, NY

Sales Associate | August 2024–Present

- Provide exceptional customer service and assist with product selection
- Maintain knowledge of current promotions and product trends.

Front Desk Assistant — Buffalo, NY

Assistant | August 2024–Present

- Manage phone calls, emails, and inquiries efficiently
- Assist with administrative tasks and ensure smooth office operations

IHG Hotels — Buffalo, NY

Front Desk Receptionist | March 2025- Present

- Manage phone calls, emails, and inquiries efficiently
- Assist with administrative tasks and ensure smooth office operations

VOLUNTEER EXPERIENCE:

Van Cortlandt Park Clean-Up Project — Bronx, NY

Volunteer | June 2021

- Contributed to park maintenance by diligently removing litter, enhancing the cleanliness and appeal of the public space, while preserving wildlife's habitats.

Salvation Army Soup Kitchen — Binghamton, NY

Volunteer | November 2023

- Collaborated with a multicultural campus organization to prepare and distribute meals to the homeless, demonstrating proactive engagement in community service.

Food/Clothes Drive — Binghamton, NY

Volunteer | December 2023

- A dedicated volunteer at a local soup kitchen, serving meals with compassion and dedication to uplifting the community.
- Donated over six bags of clothes, school supplies, and food cans to a local homeless shelter and school fundraiser.

DELPHI Internship —New York, NY

Intern | July 2024

- Participated in HITLAB's DELPHI program, focusing on healthcare innovation and digital technology.
- Conducted research and collaborated with experts to analyze health technology solutions.
- Assisted in project development and contributed to discussions on emerging digital health trends

SOCIETIES & HONORS:

Alpha Kappa Alpha Sorority

National Honor Society | Member (2019 - 2022)

Italian Honors Society | Member (2019-2022)

Study Abroad Program | Mentor (2023-2025)

Dean's List | Student (2023-2024)

SKILLS:

Language: English (Fluent), Spanish (Intermediate), Italian (Intermediate)

Computer: Microsoft Office (Word, Excel, PowerPoint), Facebook, Instagram, Twitter, Google Docs, Fluent Touch Typer, Photoshop (Basic)

Communication: Customer Service, Problem-Solving Activities, Team Collaboration, Effective Communication