

**Arafath Mohamed**  
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## **Objective**

Responsible worker known for exceptional customer service by appropriately answering client concerns, forwarding messages, and confirming appointments as necessary. Utilize my organizational skills to help maximize overall office performance.

## **Education**

- Academy of American Studies, High school diploma (2016-2020)
- John Jay, (2020-present),
- Major: Information System

## **Employment History**

Circle K, Gulf Gas station, Site manager

(August 2023-Present)

- Overseeing various aspects of daily operations.
- Managing inventory.
- Ensuring fuel quality.
- Coordinating staff schedules.
- Handling customer service issues.
- Maintained daily financial reports and deposits.
- Ensure employees adhere to policies and procedures.
- Operating and troubleshooting POS systems for processing sales and managing transactions.

Fairfield Marriott, Night auditor

(July 2022-August 2023)

- Verify posted entries to guest and non-guest accounts.
- Balance all front of house accounts.
- Resolve room status and rate discrepancies.
- Review guest credit transactions against established limits.
- Generate operational and managerial reports.
- Checking in and checking out the guest
- Process invoices

## ***Staples, office supply sales associate***

***October 2020- July 2022***

- Provide customer service and offer the best office supply solution to customers shopping.
- Cash handling at the register.
- Stocking/receiving customer orders.

## ***Hellenic American Neighborhood Action Committee Youth Services***

June 2019 – Past

- Provide excellent customer service in clerical work through communicating with customers daily to address their concerns and needs
- Always deliver a positive attitude through working and filing, typing up materials, and answering phones assisting supervisors whenever requested. Organizing files such as important documents and making ID cards for the Summer Youth Employment Program participants.

## ***Today's mobile***

Salesperson-past/temporary part time job

- Helped customers solve problems, offered solutions and customer service.
- Cash handling at the register.
- Calculated personal sales.
- Assisted customers with selecting and activating both prepaid and contract wireless phones.

**CopyCom** New York, New York

Stock Associate/Cashier

December 2016 – September 2017

- Developed a positive and friendly atmosphere in this retail store through helping and communicating with customers when needed.
- Stocked all the supplies that were delivered, ordered supplies.
- Operating cash registers, and accepting payments, ensuring all prices and quantities are accurate.

**Awards and Certifications**

- Perfect Attendance- 10/2018
- Honor Roll- Presently
- Sexual Harassment Training in Hellenic American Neighborhood Action Committee Youth Services

**Skills**

- Communication
- Customer service
- Teamworking
- Microsoft office

**Extra-Curricular Activities**

- Cross Country
- Muslim student organization president