

REBECCA NOWAK

22 Bank street

Mystic, CT, 06355

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EDUCATION

The John D. O'Bryant School of Math and Sciences, Boston MA

(Graduated June 2019)

Saint Michael's College, Colchester VT

(Graduated in 2023 with a BA in History & GPA: 3.65)

SKILLS

Language: English, Spanish

Professional: strong organizational skills, good time management, proficient in both PC and MAC, quick learner.

Personal: strong interpersonal skills, detail oriented, focused, friendly.

EXPERIENCE

Foxwoods Resort Casino- Mashantucket, CT - Call Center Agent

October 2023 - April 2024

- Answering guests calls according to protocol and specific criteria
- Aid Housekeeping, and Front Desk through use and updating of internal systems/applications
- Aid guest in booking sleeping accommodations, dinner reservations and golf tee times
- Forward and properly escalate customer service complaints/issues
- Verify guest identity and then share/discuss rewards account information
- Call backs regarding resolution of guest reported issues

Firesite Films- Noank, CT - Editor, Producer and Director

May 2023 to October 2023

- Producing content for local clients
- Directing and editing content so that it is ready to be turned over to the client
- Using Adobe Premiere and Photoshop
- Assistant videographer
- Able to work on a team or independently

United Parking Partners - Burlington, VT -Valet Attendant

September 2022 to May 2023

- Parking patients' cars
- Driving patients' cars
- Interacting with patients
- Working in a group setting in tight quarters
- Work entirely independently during the Night Shift

American Eagle Outfitters - Burlington, VT - Brand Ambassador

September 2020 to December 2021

- Cash register trained
- Customer service
- Trained for the fitting room
- Closing
- Opening
- Organization on floor
- One-on-one clientele assistance and styling
- Stock and inventory
- Employee training
- Lower management tasks

Lor Dee - Groton Long Point, CT - Asst. Manager in Training

June 2021 to August 2021

- Hostess
- Cashier
- Server
- Prep cook
- Grill cook
- Ice Cream scooper
- Supplies management

Dunkin' Donuts, Mystic, CT - Crew member

June 2020 to July 2020

- Barista
- Cash register
- Customer interaction
- Drive through
- Basic kitchen cleaning

Laser Quest, West Roxbury MA- Crew member and Party Host

June 2018 - March 2019

- Maintain a clean and tidy work environment
- Perform routine and emergency janitorial tasks
- Operate the Cash register
- Plan events with individual customers as well as corporations
- Independently work with private parties, to guarantee customer satisfaction
- Marshall games inside the arena

Interests and Assets

Entrepreneurship - I have always dreamed of founding my own company and successfully running a business.

Artistic Endeavors - I enjoy any activity that allows me to be as creative as possible and allows me to be hands on with the creation of my ideas!

Social Striving - I work hard to make and maintain strong and healthy relationships with everyone I encounter. I have a work hard & love hard, philosophy which keeps me going and passionate!

Slight Perfectionism - I tend to have perfectionist tendencies, but like to use them to my advantage!