

CHAD BAILEY

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Professional Summary

Detail-oriented professional with a strong background in administrative support, hospitality, and customer service across diverse industries. Skilled in managing reservations, processing transactions, and coordinating logistics with precision. Excels at balancing multiple responsibilities in fast-paced environments while maintaining accuracy and efficiency. Experienced in problem-solving, handling sensitive information, and maintaining seamless operations through structured workflows. Strong collaborator with a proactive approach to organization, workflow optimization, and prioritizing high service standards.

Skills

- Written & Verbal Communication
- Scheduling & Reservation Handling
- Multitasking & Workflow Efficiency
- Administrative Support & Reporting
- Time Management & Task Control
- Inventory Control & Product Tracking
- Customer Assistance & Guest Support
- Attention to Detail & Data Accuracy
- Data Entry & Electronic Record Keeping
- Logistics Planning & Event Setup Duties
- Regulatory Compliance & Safety Rules
- Check-In Services & Quality Assurance

Transferable Skills

- ✓ **Efficient Task Management:** Completing multiple responsibilities with accuracy and speed, prioritizing tasks based on urgency and maintaining workflow consistency. Adapting to fast-paced environments while handling order and schedules.
- ✓ **Customer-Focused Problem Solving:** Addressing guest needs, resolving inquiries, and providing clear solutions in high-pressure situations. Communicating effectively to manage expectations while maintaining a professional demeanor.
- ✓ **Strong Attention to Detail:** Processing transactions, reservations, and documentation with accuracy to minimize errors and maintain standards. Reviewing information, confirming customer preferences, and coordinating logistics.
- ✓ **Collaborative Team Support:** Working closely with coworkers and leadership to complete daily tasks, streamline workflows, and maintain success. Contributing to goals by taking initiative, sharing knowledge, and assisting with workload distribution.

Work History

Sales Associate 10/2024 to Current

Nordstrom Men's

- Establishing and maintaining customer relationships to gain long-term loyalty and encourage repeat business opportunities.
- Meeting and exceeding individual sales goals through in-store and digital channels effectively utilizing various selling tools.
- Delivering exceptional and personalized service tailored to customer preferences, creating seamless shopping experiences.
- Offering sincere, confident, and knowledgeable product feedback to customers regarding style, trend and current fashion.
- Collaborating with the team to maintain an organized sales floor by restocking, merchandising, and managing markdowns.
- Expanding industry expertise by consistently pursuing out new product knowledge and staying updated on fashion trends.
- Supporting customers with their purchases, order fulfillment, and ensuring efficient transactions for in-store and online orders.
- Encouraging customer engagement and increasing loyalty by promoting enrollment into the Nordstrom Rewards program.

Sales Associate

09/2024 to 10/2024

Orlebar Brown

- Reported directly to the Store Manager and General Manager, effectively supporting daily operations and sales initiatives.
- Drove sales performance by implementing various strategies and engaging customers to maximize revenue opportunities.
- Maintained security of the store premises, stock inventory, and cash handling procedures to prevent financial loss or theft.
- Assisted store leadership with daily operational tasks, ensuring smooth business functions and exceptional customer service.
- Built strong brand awareness and developed a loyal client base by building strong customer relationships and engagement.
- Managed store banking responsibilities, including cashing up and processing financial transactions accurately and efficiently.
- Communicated regularly with the corporate office, submitting necessary reports and paperwork as required for operations.
- Upheld Orlebar Brown's strict cleanliness, merchandising, and service standards to maintain a premium in-store experience.

Event Server

08/2023 to 08/2024

Abigail Kirsch Catering – New York, NY

- Greeted guests professionally, provided menu explanations, and efficiently took and delivered food and beverage orders.
- Provided courteous customer service, resolved guest concerns promptly, and maintained company standards for hospitality.
- Obtained exceptional guest satisfaction by anticipating needs, addressing requests, and providing attentive event service.
- Maintained strict compliance with health code regulations, food safety procedures, and sanitation guidelines at all times.
- Assisted in seamless event setup and breakdown, arranging tables, linens, and serving stations for smooth service execution.
- Collaborated with team members and event coordinators to facilitate smooth operations and timely food service delivery.
- Managed assigned tables efficiently during high-volume events while maintaining order accuracy and attention to detail.

Lead Host

04/2019 to 08/2021

Gerber Group – New York, NY

- Welcomed guests enthusiastically upon arrival, provided accurate wait times, and efficiently monitored the waiting list status.
- Managed daily reservation schedules and distributed seating arrangements among servers to optimize service efficiency.
- Completed opening and closing procedures following all company standards to maintain a seamless restaurant operation.
- Assisted throughout the restaurant as needed, including setup, cleanup, and providing direct support to guests and tables.
- Communicated with kitchen staff and server teams during briefings to relay guest allergies, special requests, and wait times.
- Addressed and reported customer complaints promptly to management to ensure timely resolution and guest satisfaction.

Previous Work History

Server – Jean-Georges, New York, NY – 07/2022 to 06/2023

Sales Associate – Railsclothing, New York, NY – 12/2020 to 04/2021

Stylist – Allsaints, New York, NY – 10/2017 to 04/2019

Sales Associate – Zara, New York, NY – 08/2015 to 12/2017

Education

Humanities And Arts Magnet High School

06/2012

High School Diploma