

Professional Experience

Sales Associate

Petco, Juneau, AK | July 2020 - Present

- Greet customers professionally and warmly according to the company's brand values
- Provide efficient and polite assistance with customer queries in-person and over telephone and email
- Leverage problem-solving skills to help customers find the most suitable products for their needs and preferences
- Maintain a keen awareness of workplace health and safety, keeping spaces clear and alerting management to potential hazards

Customer Service Associate

The Home Depot, Juneau, AK | September 2019 - July 2020

- Maintained a detailed knowledge of an evolving product range and communicated information clearly to customers
- Kept accurate sales records using the online system and processed cash and credit card transactions
- Handled customer complaints sensitively and effectively and suggested suitable solutions
- Covered staff shortages in adjacent departments and adapted flexibly to unfamiliar surroundings, quickly acquiring knowledge of new products and services

Education

High School Diploma

Thunder Mountain High School, Juneau, AK | June 2020

Electives completed:

- Nutrition
- Home economics
- Family studies
- Human physiology

CERTIFICATIONS

- Alaska Home Health Aide Certification, April 2021

Percy Weber

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Enthusiastic newly-certified home health aide with excellent working knowledge of senior care provision. Sensitive, caring, and able to build a quick rapport with new patients and their families. Detailed understanding of memory care strategies and well-versed in safe lifting and intimate care guidelines.

Key Skills

- Nutrition and meal preparation
- Dementia care
- Customer service
- Health and safety
- Skincare and bedsore management
- Fluent in Central Alaskan Yup'ik