

Julie Andrews

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 email111@gmail.com

 Hamilton, OH

Work History

Office Assistant | May 2024 – Present

Bridgewater Learning Center, Hamilton, OH

- o Served as the first point of contact for families by answering calls, scheduling tours, and warmly greeting parents during drop-off.
- o Coordinated daily daycare and staffing schedules to ensure smooth transitions across classrooms, meals, and activities.
- o Maintained accurate staff and student files, including attendance records, with strong attention to detail and confidentiality.
- o Prepared and served meals while quickly adapting to both client and organizational needs.
- o Floated between classrooms as needed, collaborating with teachers to create safe, engaging, and nurturing environments for children of all ages.
- o Balanced administrative duties with direct child care, demonstrating flexibility, reliability, and a strong commitment to exceptional customer service.

Crew Member | Sept. 2022 – April 2024

Dunkin' Donuts, Hamilton, OH

- o Earned promotion to store key holder within one month by demonstrating perfect attendance, effective communication, strong problem-solving, and confident decision-making.
- o Handled drive-through and counter orders in a fast-paced environment, assisting coworkers as needed to achieve accurate, timely delivery.
- o Followed strict food safety requirements while preparing donuts, bagels, muffins, sandwiches, wraps, beverages, and other menu items.
- o Fostered positive customer experiences by presenting a cheerful, professional demeanor, even during challenging situations.
- o Resolved disputes by promptly identifying issues and sharing constructive solutions.
- o Adhered to rigorous cash safety rules while balancing drawers, performing money drops, and completing other store duties.
- o Cleaned and sanitized work areas, upholding meticulous health and safety standards, including COVID-19 guidelines.

About Me

Dedicated and adaptable professional with extensive experience in customer service and childcare. Perfect attendance record. Excellent communication, problem-solving, and decision-making abilities. Skilled at building positive connections with people of all ages and backgrounds.

Education

Hamilton High School

Hamilton, OH

Honors Diploma (3.8 GPA)

2019 – 2022

Certificates

First Aid / CPR Certified

*Adult & Pediatric First Aid/CPR/
AED, American Red Cross*

2024 – Present

OSHA Certified

*Occupational Safety & Health
Administration*

2021 – Present

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Work History

Assistant Teacher (Seasonal) | July 2022 – Sept. 2022

Kid Works Daycare, Hamilton, OH

- o Observed children's behavior to foster inclusion, safety, and accountability.
- o Nurtured and soothed children during mood changes caused by hunger, stress, fear, anxiety, overstimulation, and emotional dysregulation.
- o Served meals and snacks in alignment with each child's health needs, dietary restrictions, parental instructions, and known preferences.
- o Mediated conflicts and restored order using age-appropriate disciplinary measures.
- o Changed diapers and assisted children with their personal hygiene needs.
- o Cleaned and sanitized surfaces, toys, equipment, and other classroom materials throughout the day to promote a safe environment.
- o Protected the confidentiality of all child, parent, and family records.

Tech Skills

- Phone Systems
- POS Systems
- Computer & Office Hardware
- Mac, Windows, & Chrome OS
- Android & iOS
- Google Workspace
- Microsoft Office Suite
- Adobe Acrobat Reader
- Scheduling & Calendar Software
- Typing Speed: 85 WPM