

304 Phillips Avenue,  
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# Victoria Woelfle

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## SKILLS

Forward-thinking individual with refined interpersonal and multitasking skills. Looking to join a progressive and growing organization in an entry-level position. I am seeking to gain valuable experience and knowledge which will in turn enhance my abilities, skills and progression as an asset to the company and my future self-development.

## EXPERIENCE

### **CUSTOM AUTO BODY - 42 Industrial Ave, Fairview, NJ, 07022**

March 2023 - Current

#### **SECRETARY**

- Provide great customer service
- Speak to insurance and send over relevant documents
- Obtain knowledge of vehicle and specific parts
- Assisting customers with getting a claim number, and their adjusters
- Answering all questions asked by customers accurately
- Driving vehicles over to the next location up to 30 miles away
- Following up on files
- Retrieve police reports

### **L'ARTE DELLA PASTICCERIA - 109 E Main St, Ramsey, NJ, 07446**

January 2023 - March 2023

#### **SHIFT SUPERVISOR**

- Provide great customer service
- Coordinate daily operations on the job
- High efforts to raise sales
- Maintain a clean work environment
- Proper and clean/mindful food handling
- Restock all stations

### **CAST IRON POT - 260 Bergen Turnpike, Little Ferry, NJ, 07643**

November 2022 - January 2023

#### **HOSTESS**

- Greet Customers with a friendly smile at the door
- Provide great customer service
- Receiving takeout orders, and getting them prepared for pickup
- Obtain knowledge of menu items
- Assisting customers with food options
- Answering all questions before customer seating
- Seating customers in an organized, rotated fashion between server sections

### **MOCHA BLEU - 1399 Queen Anne Rd, Teaneck, NJ, 07666**

March 2022 - August 2022

#### **SERVER**

- Take customer orders
- Provide great customer service
- Setting up and cleaning restaurants

- Obtain knowledge of menu items
- Assisting customers with food options

### **TRUGREEN - Remote**

March 2021 - May 2021

#### **CUSTOMER SERVICE AGENT**

- Maintain customer account information
- Oversee customer financial account and process customer adjustments
- Make product or service recommendations based on customer needs
- Answer questions about products and services of the company
- Processing orders and transactions
- Resolving issues and troubleshooting technical problems

### **TRUE FOOD KITCHEN - 390 Hackensack Ave, Hackensack, NJ**

December 2020 - May 2021

#### **SERVER**

- Greet and take customer orders
- Serve food and drinks in a positive manner
- Maintain dining experience with enthusiasm
- Obtain knowledge of menu items
- Upsell on desserts when appropriate
- Setting and clearing tables

### **CAREONE AT RIDGEWOOD AVE**

February 2020 - August 2020

#### **CERTIFIED NURSING ASSISTANT (CNA)**

- Assist patients with Activities of Daily Living (ADL's) such as mouth and hygiene care, grooming, shaving, and incontinence care
- Serve patients their meals, help feed if necessary
- Ambulate, turn, and position patients
- Provide fresh water and snacks between meals
- Build a relaxing environment for patients and their family members

### **IHOP - 610 Cedar Ln, Teaneck, NJ**

March 2019 – August 2019

#### **SERVER**

- Taking food and drink orders
- Bringing food and drinks to guests
- Refilling drink orders
- Answering questions about menu items and specials
- Catering to patron requests
- Clearing tables
- Customer Service – Greeting patrons upon entry.
- Hosting Duties

### **NEPHROLOGY ASSOCIATES P.A. - 870 Palisade Avenue, Teaneck, NJ**

November 2017 – January 2019

#### **FILING CLERK**

- Creating Patient Files
- Filing Charts
- Customer Service

### **FREELANCE SERVICES**

September 2018 – December 2018

#### **HOME ATTENDANT/BABYSITTER**

- Supervise children until parents become available
- Provide child care.

- Tutor and assist children with any school projects that may be required.
- Engage children with fun activities.
- Answer incoming phone calls and take messages for the family.

## EDUCATION

### **BERGEN COMMUNITY COLLEGE 2019 - Present**

- Chemistry - Pending
- Biology - Pending
- Paralegal Studies - September 2022 - Current

### **TEANECK HIGH SCHOOL September 2015 – June 2019**

- High School Diploma

## SKILLS

- Organizational Skills
- Self- Motivated
- Interpersonal Communication Skills
- Leadership Skills
- Consistency
- Knowledge of Medical Terminology
- Flexibility
- Customer Service
- Attention to Detail
- Multitasking

## AWARDS

- Teaneck High School Silver Honor Roll
- Top 5 Teaneck Teen Idol 2016
- Teaneck Teen Idol 2019 Winner