ALEXA RAE TURNER

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Professional Summary

Eager college undergrad, with over 5 years of experience in the areas of customer service, and have had insight into sales and legal matters. I am very excited to explore every new opportunity. I am very hard working and do everything 100% and to the best of my abilities. I am very personable and friendly which gives me the ability to work in groups but am more than capable to take and complete a task on my own. I believe I am very adaptable to every situation I am in and will always figure out a way to get the job done.

Skills

• Administrative Duties	• Handling Difficult Customers
• Customer Satisfaction	• Professional Service Standards
• Attention to Detail	• Teamwork and Professionalism
• Legal Research	• Guest Satisfaction
• TIPS Certified	• High-Volume Environments

Work History

Court Runner, 05/2018 to 08/2022

Morrissey Sweeney LLC – Charlestown, Massachusetts

- Take orders for delivering important documents to and from courts
- Look through document dockets to ensure that the correct ones are being delivered
- Ascertain that the right recipient is handed over the documents by inquiring about the identity
- Researched state statutes, decisions, legal articles, codes and documents.
- Managed billable hour tracking, payroll, client invoicing and schedules for 3-attorney office.
- Take signatures on receipts and ensure that delivery information has been communicated to the office

- Handle photocopying and document scanning duties along with managing correspondence
- Handle filing and records keeping duties by ensuring that all information is handled in a secure and confidential manner
- Perform data entry duties by entering important information in office data and checking it for accuracy Receive and distribute mail to intended recipients within the office.
- Assisted counsel in preparing answers, providing documentation and information for discovery request.

Server, Food Runner, Food Expediter, Bartender, 05/2017 to 08/2022
Turner's Seafood – Melrose, Mass

- Assisted preparation of food plates, overseeing quality and appearance.
- Crafted special drink and cocktail menu items for seasonal offerings.
- Organized bar inventory and storage procedures to keep stock within optimal levels and meet expected customer demands.
- Garnished dishes and quickly delivered items to customers, minimizing wait times.
- Arranged and prepared tables for customers to offer memorable experiences to guests and foster repeat business.
- Maintained speed of service for food orders while minimizing errors and complaints.
- Cultivated warm relationships with regular customers.
- Conducted regular inventory count to keep bar and drink supplies stocked, avoiding expensive rush orders.
- Adhered to state laws regarding alcoholic beverage services and customer regulations.
- Collaborated with bar staff to complete alcoholic beverage orders for guests in dining areas.
- Taught employees bar sales techniques, resulting in higher profits.
- Worked with POS system to place orders, manage bills and handle complimentary items.
- Explained daily specials and beverage promotions to exceed daily sales goals.

- Followed alcohol awareness procedures for preventing excessive guest intoxication.
- Delivered correct food items to tables according to order documentation.
- Served high customer volumes during special events, nights and weekends.
- Noted special patron requests and followed up with kitchen to confirm delivery.

Sales Associate, 11/2020 to 04/2021
GNC – Beverly, MA

- Educated guests about products
- Maintained knowledge of current promotions, exchange guidelines, payment policies and security practices
- Built trusting relationships with customers by making personal connections
- Arranged new merchandise with signage and appealing displays to encourage customer sales and move overstock items
- Worked with fellow sales team members to achieve group targets
- Coordinated activities with other departments to ensure quality customer service
- Built and maintained effective relationships with peers and upper management to drive team success
- Answered incoming telephone calls to provide store, products and services information.

Education

Business Management, Pre-Law Concentration, Expected in 05/2024
University of Tampa - Tampa, FL
Dean's List Honoree [Fall 2020 -Spring 2022]

- Relevant Coursework: [Pre-law and Legal Studies] & [Business Finance]
- 3.79 GPA
- Phi Alpha Theta Honors Society Member
- Extracurricular Activities: Women's Ice Hockey and Women's Lacrosse

High School Diploma: 05/2020

St. Mary's Lynn - Lynn, Ma

- Dean's List Fall 2016 - Spring 2020
- Honor Roll Fall 2016 - Spring 2020
- 4.6/5.0 GPA
- Extracurricular Activities: Women's Varsity Hockey, Soccer, and Lacrosse
- Elected Captain of Women's Varsity Hockey
- SADD, Relay for Life, and Spirit Club Member