LiliAna Wagner

67 Burrstone Rd
New York Mills, New York,
13417
(315)404-6696
celestewag122@gmail.com

EXPERIENCE

Franco's Pizza, 34 Oriskany Blvd, Whitesboro NY — *Cashier*

September, 2022- Present

- Accurately processed cash and card transactions
- Collaborated with kitchen staff to fulfill orders during peak hours
- Managed multiple customer requests during peak hours
- Provided friendly and professional service to customers
- Built positive relationships with customers and team members
- Assisted customers with menu inquiries and recommendations
- Maintained a clean and welcoming environment to ensure customer satisfaction

Helio Health, 500 Whitesboro St, Utica NY — *Counselor Aide*

July, 2024- June, 2025

- Answered and redirected phone calls accurately and efficiently
- Handled confidential information discreetly and professionally
- Assisted clients with coordinating meetings with counseling staff
- Maintained accurate records and organized documents
- Addressed client's concerns with empathy and patience
- Acted as a liaison between staff and clients ensuring accurate communication
- Escorted clients to daily meetings and activities

Lava Spa, 2707 Genesee St, Utica NY — *Receptionist*

November 2021 - May 2022

- Scheduled, confirmed and managed multiple client appointments
- Greeted clients cordially to create a calm and welcoming experience
- Managed staff calendars to accommodate schedule changes and availability
- Communicated with estheticians and massage therapists to coordinate appointments
- Assisted clients with inquiries about treatments and services
- Maintained a clean, organized and inviting reception area
- Received phone calls and efficiently responded to client inquiries

EDUCATION

New York Mills Highschool, New York Mills, NY — *Regents Diploma*

September 2019 - June 2022

SKILLS

Adept at cash handling and card transactions.

Proficient in POS system.

Proficient in answering and redirecting phone calls.

Skilled in message taking and recording.

Collaborated with team members to ensure smooth operations during high volume periods

Addressed customer concerns quickly while maintaining professional standards

LANGUAGES

English