Heather M. Bryant

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203-997-4191 (cell); *Heatherb\_1815@yahoo.com*

**RELEVANT SKILLS**

* Superior customer service and client relations
* Leadership skills
* Listens carefully
* Excellent spelling/grammar

**WORK EXPERIENCE**

Connecticut Basement Systems Seymour, CT Oct 2014 – Current

 Reception Answering phones and directing calls.

 Appointment Center setting appointments cancelling appointments for sale reps

 Home show Lead Coordinator

Private Nanny Seymour, CT Sept. 2012 - Oct. 2014

* Observed and monitored 3 years old child’s play activities
* Recorded child’s daily observations on meals served and medications administrated
* Instructed child on personal habits such as eating, resting and toilet use
* Read alphabet, Dr. Seuss and animal books to child and had him emphasize story’s moral
* Assisted in preparing food for child and served meals and refreshments

Anton’s Pizza Seymour, CT Mar. 2011 - Aug. 2012

* Answered phones for take-out and delivery orders
* Took inventory on boxes, ingredients and menus
* Delivered orders regionally using a GPS for reliable arrival times

Valley View Seymour, CT Mar. 2009 - Sept. 2011

* Waited on tables during busy lunch and dinner hours
* Answered phones for take-out orders
* Took inventory for ingredients, menus and refreshments

ABC Learning Tree Ansonia, CT Sept. 2005 – Dec. 2010

* Observed and monitored children ages 6 weeks to 3 years old during play activities
* Recorded children’s daily observations on meals served and medications administrated
* Instructed children on personal habits such as eating, resting and toilet use
* Read alphabet, Dr. Seuss and animal books to children and emphasized story’s moral
* Assisted in preparing children’s food and served meals and refreshments
* Monitored daily outdoor activities such as slide, playing ball, chalk drawing and playing on swings
* Took children for walks to increase outdoor experiences and improve mood

CNA (Certified Nursing Assistant) Derby, CT Sept. 2003 – May. 2004

* Private Duty
* Performed light housework such as laundry, dishes, dusting and vacuuming
* Provided 3 daily meals to clients by food shopping, meal preparation, serving and table clearing
* Secured and operated Hoyer Lift to bathe clients, use a wheelchair go to bed

Shop Rite Derby, CT Mar. 2002 – June 2003

* Answered phones and directed calls to other departments as needed
* Helped to create a better shopping experience by providing customer assistance and product information
* Took customer payments resolved their inquiries as needed
* Established customer care policies and procedures for improved employee and customer satisfaction

**EDUCATION**

* Ansonia High School Ansonia, CT Jun. 2003
* New Haven Professional School New Haven, CT Jun. 2004 (CNA certification)