




Amberlee Marini



 **411 Buell Ave**
Joliet, IL, 60435

354 Inland Drive Apt. 3A
Wheeling, IL, 60090

 1-(815)-995-1232

 amberleej.marini@gmail.com

About Myself:

Highly motivated and positive individual with great organizational and communication skills. Customer service master and efficient problem solver. Deftly manages administrative functions. Excellent interpersonal skills, ability to work well with others, in both supervisory and support staff roles.

Skills:

Organization and cleaning
Interpersonal and written communication
Clerical support
Customer-oriented
Team building

Experience

10/2019 to current

Crew Chief

Portillo's Hotdogs Inc. | Arlington Heights, IL

- Investigated and integrated enhanced service and team management strategies to boost business profits
- Set and enforced performance and service standards to keep consistent, high-quality environment devoted to customer satisfaction
- Managed ingredients and food product use by assessing availability, customer traffic and popularity of items
- Maintained kitchen cleanliness and sanitation through correct procedures and scheduled cleaning of surfaces and equipment
- Trained staff on proper cooking procedures as well as safety regulations and productivity strategies

10/2018 to 09/2019

Surveillance Agent

Hollywood Casino Joliet | Joliet, IL

- Conducted private investigations
- Escorted inebriated and unruly patrons from property to maintain order and safety of staff and guests
- Used electronic surveillance cameras to watch tables and other gambling activities on gaming floor, tracking suspicious activities and documenting identified violations
- Utilized well-developed interpersonal and communication talents to work well with people of all backgrounds, including upper management, fellow team members and casino patrons
- Reported violators and incidents to correct staff members and followed up with detailed documentation
- Identified illegal activities, including cheating and theft, and alerted floor security personnel to address concerns
- Maintained accurate and detailed logs of all events during each shift

07/17 to 09/2018

VIP Coordinator

Hollywood Casino Joliet | Joliet, IL

- Prepared marketing reports weekly, by collecting and summarizing sales data



- Worked closely with all product development departments to create and maintain marketing materials for sales presentations and client meetings
- Collaborated with product development team to effectively modernize and update promotions
- Planned and executed events and marketing programs
- Provided exceptional customer service to high profile clients resulting in increased revenue
- Promoted superior experience by addressing customer concerns, demonstrating empathy and resolving problems swiftly

08/2016 to 06/2017

Merchandise Coordinator

TJMaxx| Naperville, IL

- Evaluated success of training programs and recommended improvements to upper management to enhance effectiveness
- Assessed skill gaps for employees and developed training courses to meet identified needs
- Reviewed and edited all training materials for accuracy and company policy compliance
- Directed training programs and development paths for managers and supervisors
- Streamlined HR efficiencies, coordinated new hire orientations, and provided onboarding and training for new employees
- Organized and edited training manuals, multimedia visual aids and other educational materials

08/2014 to 06/2017

Training Administrator

Portillo's Hotdog Inc. | Shorewood, IL

- Evaluated success of training programs and recommended improvements to upper management to enhance effectiveness
- Assessed skill gaps for employees and developed training courses to meet identified needs
- Reviewed and edited all training materials for accuracy and company policy compliance
- Directed training programs and development paths for managers and supervisors
- Streamlined HR efficiencies, coordinated new hire orientations, and provided onboarding and training for new employees
- Organized and edited training manuals, multimedia visual aids and other educational materials

Education

Associate of Applied Science| Mortuary Science

Worsham College of Mortuary Science

Class of September 2020

Associate of Arts| Pre-Mortuary

Joliet Junior College

Completed Fall 2017



High School Diploma| General Education
Plainfield North High School
Class of 2014

- Member of National Honor Society
- Elected senior liaison of student council
- Color guard member of the local marching band
- Placed 1st chair oboist in concert band
- Graduated Top Quarter of Class
- Graduated Honor Roll
- Graduated with 3.8 GPA

