



CHARLES LOVERIN

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465 Union Street, Marshfield, MA 02050

SKILLS

- PROBLEM SOLVING
- POINT OF SALE KNOWLEDGE
- CASH HANDLING
- CREATIVE PROJECT PLANNING
- LEADERSHIP

EDUCATION

BOSTON COLLEGE HIGH SCHOOL
DORCHESTER, MA

- EXPECTED GRADUATION IN 5/2022
HIGH SCHOOL DIPLOMA

ACCOMPLISHMENTS/ HOBBIES/INTERESTS

- TENNIS: HS VARSITY CAPTAIN
- ART
 - SCULPTURE - SCHOOL SHOWCASE
- COMMUNITY SERVICE
 - ST. LOUIS PROJECT LEADER
- BUSINESS CLUB, PRESIDENT
- ENVIRONMENTAL SCIENCE
 - POLLUTION ISSUES, MEMBER
- PING PONG CLUB, PRESIDENT
- TRAVEL
- SNOWBOARDING
- MUSIC
 - SAXOPHONE, BASS CLARINET,
PIANO

PROFESSIONAL SUMMARY

Positive, active employee always ready to help team members by taking on additional tasks. Skilled at making customers feel welcome and answering any concerns. Efficiently maintain all service standards and follow service regulations and guidelines. Calm and level-headed in all types of situations. Polite and positive with exceptional telephone etiquette. Proficient in assisting guests with reservations/scheduling, questions and payment. Easily adaptable to change and able to perform well under pressure.

WORK HISTORY

Scituate Racquet & Fitness Club - Reception Desk

Scituate, MA • 09/2021-Present

- Greet incoming visitors and customers professionally and provide friendly, knowledgeable assistance
- Answer inquiries and resolved issues, both in person and via telephone calls
- Schedule court-time and lessons for multiple sports and instructors. Balancing availability and customer requests when scheduling appointments
- Collected and recorded payments from clients, updating account balances through automated software system

YMCA Camp Burgess - Camp Counselor

Sandwich, MA • Summer 2022

- Responsible for the emotional and physical well-being of 8-14 campers per each two week session, in my cabin assignment, daily and overnight
- Lead and created interest groups for campers ranging in age from seven to sixteen, twice daily
- Assigned Unit Leader for three days due to a co-workers illness; duties included: cabin inspections, ran unit meetings, attended resource and department meetings, all counselors in unit reported to me
- General camp station duties: One night watch during each two week session, helping all campers throughout the day, setting up and creating special events

Salt Society - Busser

Scituate, MA • Summer 2022

- Cleared tables as diners finished
- Set and maintained dining tables, inspected, pulled and stacked cleaned items and sent soiled items back for re-scrubbing and re-washing
- Resolved guest and employee complaints to maintain complete customer satisfaction and workforce effectiveness