

Cassandra G Cayea

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Summary

Service oriented, compassionate professional with extensive face-to-face contact in retail, insurance and academic environments. Adept in the use of technology and can easily adapt to new hardware and software. Experience supervising, instructing and assisting coworkers. Effective communicator with a diverse set of people skills.

Skills

Customer service	- Cash register familiarity
People-oriented	- Active listening skills
Technical aptitude	- Computer literate
Excellent communication skills	- Personable

Work History

9/2024 to present **Certified Benefits Specialist**

North Country Center for Independence- Plattsburgh, NY

Responded to inquiries via phone, email and in-person from consumers who need assistance applying and maintaining Social Security benefit status, using a personalized approach for each situation. Educated them on how to use work incentives to work and keep their Social Security benefits. Referred consumers to others within the agency when necessary. Assisted with record keeping and outreach activities for the agency.

1/2024 to 8/2024

Benefits Advisor

North Country Center for Independence- Plattsburgh, NY

Responded to inquiries via phone, email and in-person from consumers who need assistance applying and maintaining Social Security benefit status. Referred consumers to others within the agency when necessary. Took a course through Cornell's YTI school to become a certified Work Incentive Planner.

4/2021 to present

Shift Lead

Walgreens – Plattsburgh, NY

- Supervised a team of cashiers and floor associates, assigning tasks and providing coaching and assistance as needed.
- Performed standard opening and closing procedures, received deliveries, worked with store team to stock shelves and set displays
- Picked orders for curbside or in-store pickup

08/2010 to 4/2021

Photo Specialist

Walgreens – Plattsburgh, NY

- Provided high level of assistance to customers throughout the store.
- Answered phone, provided answers or routing calls to appropriate person.
- Daily maintenance and troubleshooting of equipment as needed.
- Used computer software to edit and print customer photos.
- Worked with customers to assist them with using in-store photo kiosks.

07/2005 to 06/2010

Customer Service Supervisor

Walmart – Plattsburgh, NY

- Oversaw team of 5 Front End customer service associates on Overnight shift.

- Coordinated breaks and lunches to ensure coverage of main register at all times.
- Oversaw nightly cash drawer change for next business day.
- Assisted other departments as needed.

09/2004 to 08/2005 **Cashier**

SUNY Plattsburgh – Plattsburgh, NY

- **Worked with Late Night supervisor and staff to prepare and maintain the dining room before, during, and after hours.**
- **Processed student payments using ID cards swiped through register.**

10/2003 to 09/2004 **Office Assistant**

LaBarge Agency, Inc – Ellenburg Depot, NY

- Used record keeping software to enter and update policy information.
- Updated claim status by phone or e-mail.
- Answered phone, took messages, relayed calls to appropriate person.
- Assisted with tech support issues and setup of new equipment.
- Coached other employees on how to use new equipment or software.
- Updated files with hard copies of new information.

09/1999 to 05/2003 **Student Library Assistant**

SUNY Plattsburgh – Plattsburgh, NY

- **Assisted students with finding library materials.**
- **Assisted with microfilm and microfiche readers.**
- **Shelved books, magazines, and other materials.**

07/1999 to 08/2002 **Summer Office Assistant**

SUNY Plattsburgh – Plattsburgh, NY

- **Provided support to Dean of Professional Studies Office during summer months.**
- **Answered phone and took messages or relayed calls to appropriate personnel.**
- **Created new student files with required documents.**
- **Sorted and disposed of old documents and materials.**
- **Solved problems with computers and equipment, including learning and relaying useful information to permanent office staff.**

Education

2003

Bachelor of Arts Mass Communication
SUNY Plattsburgh – Plattsburgh, NY

Certification:

2024

Certified Work Incentive Practitioner
Cornell University, Yang-Tan Institute on Employment and Disability