

Dylan Dowell

900 Lambourne Court
Chesapeake, VA 23322
DylanDowell24@gmail.com
(757) 633-7172

Punctual and efficient worker devoted to maximizing customer satisfaction with exceptional service and support. Always positive and friendly, bringing more than 2 years of experience in fast-paced settings. Highly adaptable to addressing diverse customers' needs. History of building trust with customers to promote satisfaction, resolve concerns and maintain long-term loyalty.

EXPERIENCE

Grits Grill, 5000 S Croatan Hwy # N-5 — Dishwasher/Busser

JUN 2020 - JUN 2021

- Scrubbed pots, pans and trays by hand or cleaned using an industrial washing machine.
- Keep dishware, glasses and utensils ready for all customer needs by quickly scraping, washing and restacking items.
- Loaded and unloaded dishwashers, washing by hand large pots or items used on a continuous basis.
- Sanitized counters and wiped down surfaces following food preparation to prevent cross-contamination from raw meats.
- Restocked main kitchen areas with items from shelves, coolers and freezers.
- Repaired and maintained dishwashing machine to keep dishes clean and kitchen running smoothly.
- Unloaded trucks to move food and supplies from delivery vehicles to storage areas.
- Maintained assigned areas to keep organized and clean by mopping the floor.
- Operated and maintained dishwasher, hand wash stations, pot-scrubbing station and trash compactor.
- Studied methods of coworkers, successfully learning kitchen and food service skills.
- Cleared trash and washed work area tables, walls, refrigerator equipment, cooking equipment and floors to keep the kitchen sanitized.
- Handled glassware, crystal and other fragile items with exceptional care to prevent breakage.

Chick-fil-A, 205 Carmichael Way — Back of House Team Member

JUL 2021 - JAN 2022

- Labeled and stored raw food and ingredients in appropriate storage rooms, refrigerators and freezers.
- Operated manual or electric appliances to clean, peel, slice and trim foods.
- Cleaned and sanitized kitchen equipment, utensils, and workstations.
- Helped management stay on top of supply needs by sharing information about low or spoiled inventory.
- Prepared workstations with ingredients and tools to increase efficiency.
- Restocked cupboards, refrigerators and service stations with new food items or supplies.
- Prepared variety of foods according to exact instructions and recipe specifications.
- Adhered to food safety and sanitation protocols to reduce germ spread.
- Worked successfully with a diverse group of coworkers to accomplish goals and address issues related to our products and services.

SKILLS

Friendly and open person
Adaptive team player
Quality Assurance
Follows safety regulations
Verbal communication
Punctual

Walgreens, 201 Hanbury Rd South — Customer Service Associate

FEB 2022 - MAR 2026

- Assisted customers with photo printing services, including processing photo orders, printing images, and helping with kiosks and specialty photo products.
- Provided customer support on the sales floor by answering questions and locating products.
- Operated cash register and point-of-sale systems to process transactions accurately and efficiently.
- Stocked shelves and organized merchandise to maintain a clean, well-presented sales floor.
- Handled photo equipment and printing machines while ensuring quality and accuracy of customer orders.
- Assisted with inventory tasks such as restocking products, checking stock levels, and throwing out old products.
- Maintained store cleanliness and organization to create a positive shopping experience for customers.
- Collaborated with team members to complete daily store tasks and meet customer service goals.

EDUCATION

I have held multiple merit and extracurricular scholarships throughout my time as a student.

Hickory High School, 1996 Hawk Blvd, Chesapeake, VA 23322

General Studies

September 2019 - June 2023

Old Dominion University, 5115 Hampton Blvd, Norfolk, VA 23529

Major in Strategic Communications; Minor in Music Performance

September 2019 - EXPECTED 2027

Still Enrolled