

Deanna Williams
1084 28Th Street Oakland, CA. 94608 * (510) 470-8163 *deannawilliams@gmail.com

Objective: Administrative -Hospitality -Food Service

Reliable ready professional who is willing to provide support in all aspects of clerical functions and information inquiries.

Skills:

- Exceptional verbal written communication skills.
- Dedicated and careful high level of correctness and strong attention to detail.
- Track record of operating photocopiers, fax machines and phone systems, and additional office tools.
- Proven ability to communicate general information in an accurate and customer friendly way.

Qualifications:

Over seven years of experience in management

Knowledge in customer service

Exceptional catering skills

Employment:

Security Guard: Oakland, CA.

2013– Present

- Monitoring property cameras, motor patrolled property perimeters, foot patrols
- Key daily reports and logs, answering phones, using radio communications.
- Check for proper identification/Property, signing and checking badges.
- Monitoring and responding to alarms.

Food Service: Oakland, CA.

2009-2012

- Assist in kitchen processes and generally ensure customers have an enjoyable dining experience.
- Team Lead/ Trainer: Experienced in leading teams, delegating work, enforcing policies, ensuring assigned tasks are completed
- Exceptional banquet caterer

In Home Care: Oakland, CA.

2006-2009

- Perform health care related tasks, such as monitoring vital signs and medication, under the direction of registered nurses and physiotherapists.
- Administer bedside and personal care, such as ambulation and hygiene assistance.
- Perform housekeeping duties, such as cooking, cleaning, laundry, dishes and errands
- Scheduled appointments
- Medication Reminders

Hilton Garden Inn San Leandro, CA

2004-2006

Front Desk:

- Conferred with customers by telephone or in person to provide information on products/services, take orders, cancel accounts, and obtained details of complaints.
- Resolved billing inquires and complaints by performing activities such as exchanging merchandise, refunding money, and adjusting bills.
- Checked to ensure that appropriate changes were made to resolve consumers' grievances.

Hilton Pleasanton, CA.

1999-2000

- PBX Operator- Front Desk Customer Service
- Greeted customers on arrival and directed them to designated location.
- Provided reservation information and completed and completed registration.
- Answered phones; coordinated in and outgoing calls to appropriate areas of the hotel.
- Provided excellent customer service daily

Education:

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new #

470-8613

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Education:

- George Hill High School Memphis, TN.
- Received a Certificate in Professional Baking Oakland, CA.