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Wed

Candice Williams

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SUMMARY

Demonstrated customer service and leadership skills providing administrative support with attention to details working under pressure in a fast paced environment. Dedicated problem solver and team member with a positive attitude. Proficient in Microsoft Word, Power Point, Excel, Access, Outlook, Typing 45 WPM, and 10 Key.

PROFESSIONAL EXPERIENCE

CSUS Sacramento, University Enterprises, Sacramento, CA **4/2012 – 9/2012**

Administrative Support and Server for Catering

- Provided administrative support to supervisor including, answering phones, responding to customer's needs, and follow-up phone calls to customers.
- Organized operational details of large scale catering events with customers to ensure accuracy, complete post event inventory forms and filing, while utilizing strong customer service skills.
- Organized team of servers to set up and breakdown events on time.

Crocker Art Museum, Crocker Cafe, Sacramento, CA **8/2011 – Present**

Floater (Hostess and Server)

- Provides customer service by greeting and seating customers, delivering food orders to tables, refilling drinks and ensuring tables are properly cleaned and set during business hours and special catering events.
- Follow up with customers to ensure quality product and service. Handles dissatisfied customers to resolve complaints and provide satisfaction.

Plates Café and Catering, Sacramento, CA **1/2011 – Present - grad**

Graduate Volunteer Learner, Front of the House

- Provide administrative support for catering by answering phones for orders and booking events. Problem solves and ensures accuracy of catering orders.
- Answers phones and takes reservations by communicating professionally to ensure high quality customer service to guests on the phone and in the facility.
- Team Leader in absence of supervisor.
- Lead Catering Captain overseeing service of food and drinks during catering events offsite and during in house catering events including Guest Chef Dinners, ensuring a proper set up, service and break down for each event.
- Trains new volunteer learners in the areas of server, cashier, food expeditor and catering.
- Provide high quality customer service in the areas of server, hostess, cashier and expeditor.
- Communicates with team members on special customer needs and takes initiative to maintain efficient and high quality service to ensure the best possible dining experience for all guests.

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Auntie Anne's Pretzels, Sacramento, CA

02/2006 – 07/2006

Crew Leader

- Prepared store for opening following daily procedures.
- Provided excellent customer service by communicating with customers regarding orders, comments, and complaints.
- Handled cash and credit card transactions, counted receipts to balance the cash drawer and made daily bank deposits.
- Upheld standards of baked pretzels to quality guidelines, and health and safety standards.

New York State Veterans Hospital, St. Albans, NY

01/2005 – 10/2005

Fiscal Administrative Assistant

- Accurately handled accounts payable records, data entry, bookkeeping, filing, maintaining office supplies/equipment and distributed incoming mail.
- Answered phones and directed calls.
- Utilized Microsoft Office programs including Word and Excel and Outlook 3.

EDUCATION

Pursuit of Social Science Degree, Sacramento City College, Sacramento, CA
GED, Benjamin Cardozo High School, Bayside, NY

TECHNICAL SKILLS

Proficient in Microsoft Word, Power Point, Access, and Outlook, Typing 45 WPM, 10 Key

VOLUNTEER WORK

Sacramento Food Bank, KVIE Phone Bank, and St. John's Shelter for Women and Children