

# TYESHA DAVIS

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1619 Valle Vista Ave. 4 Vallejo, CA 94589 4 707- 628-5598

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## **Employment Objective**

To find a position where I can prove my hard working ability and contribute to the growth of the organization and my family.

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## **Summary of Qualifications**

- Ⓡ Enthusiastic and personable; expertise in anticipating and responding to customer needs.
  - Ⓡ Extremely detailed oriented; good with figures.
  - Ⓡ Capable of handling multiple responsibilities in a fast paced environment.
  - Ⓡ Excellent telephone communication skills.
  - Ⓡ Ambitious, motivated worker who learns new systems quickly and takes initiative.
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## **Special Skills/Training**

Pharmacy Technician	Customer Service	Quality Control/Inventory
Typing 30 wpm	Basic Accounting	Cash Register/Cash Handling

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## **Profile of Experience**

### **Customer Service**

- Ø Greeted customers/students and ascertained what each customer or student wants or needs.
- Ø Conferred with customers by telephone or in person to provide information about products and services, to take orders or cancel accounts, or to obtain details of complaints.
- Ø Resolved customers' service or billing complaints by performing activities such as exchanging.
- Ø Merchandise, refunding money, and adjusting bills.
- Ø Referred unresolved customer grievances to designated departments for further investigation.
- Ø Served students in an orderly fashion.

### **Clerical**

Ø Answered phones in a professional manner; direct calls as necessary.

Ø Took inventory; performed bookkeeping, computer entry

#### **Cashier/Supervisor ~ Food Service**

Ø Provided customers prompt and courteous service; packaged take-out food and served food to customer.

Ø Operated cash register; made change; processed credit/ATM cards and issued receipts.

Ø Supervised employees; assigned co-workers to specific duties; enforced safety/security rules.

Ø Cleaned work areas, food equipment and dishes/silverware; stored food in designated containers to prevent spoilage.

Ø Performed quality assurance and inventory control; stocked food items.

Ø Requested and recorded customer orders; prepared and packed meals in a timely fashion.

Ø Watched for and recognized security risks/thefts, and know how to prevent or handle these situations.

Ø Opened and closed establishment; processed band deposits.

#### **Work History**

Oakland Military Institute Food Service Supervisor	2012- Present	Oakland, CA
Napa Valley College	Shift supervisor/Barista	2011-2012 Napa, CA
Taher	Shift Supervisor/ Cook	2009-2011 Napa, CA
Aramark	Food Service Provider	2008-2008 Oakland, CA
Noah's Bagels	Shift Leader	2007-2008 Lafayette, CA
Sodexo	Cashier/Customer Service	2005-2007 Vacaville, CA
Papa Murphy's Pizza	Shift Leader	2003-2005 Suisun, CA
Kentucky Fried Chicken	Cashier	2002-2003 Davis, CA
Terzetto Cuisine	Shift Leader/Barista	2002-2002 Moraga, CA

#### **Education**

Napa Valley College	General Education	Napa, CA
Silicon Valley College	Pharmacy Technician	Walnut Creek, CA
Vallejo High School	Diploma Earned	Vallejo, CA



Tyesha Davis &lt;tylad81@gmail.com&gt;

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**Tyesha Resume and Cover Letter**1 message

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**Tyesha Davis** <tylad81@gmail.com>

Tue, Jun 18, 2013 at 9:48 AM

To: Tyesha Davis &lt;tylad81@gmail.com&gt;

Tyesha Davis

1619 Valle Vista Ave

Vallejo, CA 94589

June 18, 2013

Dear : Acrobat Staffing

I am writing in reply to the Bartending position your seeking to fulfill. I recently received my certification of completion from the San Francisco School of Bartending and I am eager to start working in a highly professional environment where I am able to exercise my skills to their highest possible levels.

Efficient, friendly, and responsible services are essential qualities for a bartender and I am happy to tell you that I excel at all three – and more! I have 16 years of customer service experience and I have an extensive background in beverage services with the last four years spent as a Barista for a coffee shop. I understand that customer retention is key to an organization's success and I pride myself on the high-standards of customer service I bring to a position.

I have worked at all levels, from waitress to bartender to manager and am familiar with the complexities of all the positions. This experience allows me to understand and address the challenges that all staff encounters. I enjoy a high-energy atmosphere and meeting new people. I am easy to talk to and have a friendly presence, both of which I believe are indispensable character traits required to be a success at bar tending. I am exceptionally well-rounded in all aspects of beverage services which will allow you to add a comprehensive professional to your team, one that can immediately begin contributing to your company's success.

I have enclosed my resume which further details my expertise. I would welcome an opportunity to meet with you and discuss the impact I would bring to your company. I look forward to hearing from you and thank you for your consideration.

Very Sincerely,

Tyesha Davis