

Tiffany Jones

San Francisco, CA

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Summary of Qualifications

- Over 15 years of quality experience working in the customer service industry
- Highly experienced in acting as a group leader and guiding team members through job responsibilities
- Outstanding customer service skills; diplomatic and patient with all types of individuals and organizational levels
- Exceptional organizational ability; highly detail oriented
- Proficiency with: Windows OS, Mac OS, Microsoft Office Suite, Types 40 wpm

Professional Experience

Customer Service

- Greeted and directed customers as they entered the store
- Operated a cash register and processed financial transactions
- Processed shipments of merchandise and stocked shelves
- Answered phone calls, took detailed messages and gave messages to staff
- Skilled in active listening; able to consistently maintain a polite and professional manner

Supervisor Skills

- Oversaw opening and closing procedures for a popular sandwich and smoothie shop
- Delegated and assigned job functions for up to 5 employees at a time
- Trained new team members by demonstrating and leading them through job duties
- Scheduled shifts for employees each week
- Balanced cash registers at the end of each shift and completed bank deposits

Food Service

- Assisted customers at the bakery counter and took food and beverage orders
- Baked tarts, pies, cakes, cookies, and other baked goods for sale
- Prepared coffee for customers; blended specialty fruit smoothies
- Set up the salad bar and prepped vegetables for sandwiches

Work and Volunteer History

Volunteer Front Desk Clerk	HealthRIGHT 360	San Francisco, CA	March 2013-Present
Caregiver	Lakeshore Residential	Oakland, CA	Aug. 2011-May 2012
Checker	Safeway	Oakland, CA	Oct. 2003-Aug. 2009
Bakery Clerk	Andronico's Market	San Francisco, CA	Sept. 2002-Sept. 2004
Group Leader	Jamba Juice	Berkeley, CA	Oct. 1999-Oct. 2000
Manager	Togo's	Emeryville, CA	Sept. 1997-Aug. 2000

Education and Training

High School Diploma

Berkeley High School

Berkeley, CA

2000