

# Tanya Taylor

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**OBJECTIVE:** Seeking an entry level position with an opportunity for growth.

## **HIGHLIGHTS OF QUALIFICATIONS**

- 10+ years of customer service skills.
- Experienced working with people of diverse backgrounds.
- 3 years working directly with seniors in a private care facility.
- Responsible, hard worker; works well under pressure.
- Accurate with cash register and money handling skills.
- Self-starter, ability to work independently, and in a team environment.
- Excellent communication in English with basic understanding of Spanish.

## **Employment History**

**Devoted time to family** 2007-Present

**Certified Nurse's Assistant** 2003-2006

*Rhoda Goldman Senior Center, San Francisco, CA*

- Assisted patients with administering medication at specified times.
- Monitored special diets, eating habits, vital signs, and blood pressure in patient charts.
- Accommodated patients with therapeutic exercising including; in-chair exercises, breathing techniques, and massages for: back, legs, arms, and neck for circulation flow.
- Helped maintain bathing, hygiene, and assisted in clothing patients.
- Transported patients to appointments and assisted with mobility needs.

**Customer Service Sales Associate** 1999-2001

*Gottschalks, Merced, CA*

- Responsible for merchandise displays and special discount sales events.
- Performed price markdowns, re-stocked merchandise, merchandise inventory, and maintained the floor appearance as needed.
- Assisted customers with selecting wardrobes and gifts.
- Opened and closed the fitting rooms as well as keeping them cleared out and clean.
- Worked in multiple departments including; juniors, lingerie, and active wear.
- Accurately opened/closed cash registers while providing excellent customer service.
- Appropriately charged customer's for items, received payment in various forms including: bill payments, cash payments, credit card payments, and store credit as well as handled returns and refunds.

**Independent Contractor/Gardener** 1995-1998

*Merced, CA*

- Built an excellent rapport with customers by maintaining landscapes as requested.
- Pruned roses, planted plants when requested, mowed lawns, hedging, pulled weeds, fertilizing plants and grass.
- Manicured front and back yards, trimmed trees of multiple sizes and leaf blowing.

## **Education**

- Merced Community College—General Education Studies 2000-2001
- San Francisco City College—CNA and Home Health Care Certificate Program 2003-2004