

# Ashley Spand

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## Career Overview

*Individual with strong work ethic, professional demeanor, and an energetic but patient personality.*

*Competent person with ability to manage a busy work environment while providing exceptional service to guests.*

*Hardworking character recognized as a solid team player, reliable person, and skilled in working with diverse groups of people.*

## Skill Highlights

- Customer service expertise
- Excellent communication skills
- Vast experience in food & beverage industry
- Clear ability to assess customers' needs & fulfill
- Compelling ability to multitask
- Good standards & procedures enforcement
- Opening & closing procedures
- Honest, trustworthy, & punctual
- Monetary management & large cash/check deposits
- Great organizational skills
- Inventory control
- Filing & data archiving
- Skilled in Microsoft Office & other software

## Professional Experience

## **Community Action Program of Central Arkansas (CAPCA) - Community Service Department:**

Community Services Assistant	6/2012 - 2/2014	Conway, AR
<ul style="list-style-type: none"> <li>Worked directly with clients to deliver services and resources to all eligible clients through various low-income programs.</li> <li>Reviewed client applications to determine eligibility; ensured client eligibility in all aspects according to agency requirements.</li> <li>Participated in community service organizations for the purpose of networking, making referrals, and sharing training.</li> <li>Upheld positive working relationships with clients, co-workers, and community organizations and members.</li> <li>Performed and maintained clerical duties, data entry, and job related responsibilities for the overall operation of the program.</li> </ul>		
<b>Arkansas Travelers Stadium:</b> Server	SEASONAL Summers 2011-2013	Little Rock, AR
<ul style="list-style-type: none"> <li>Welcomed and served customers, received and delivered food orders, handled payments, and thanked customers.</li> <li>Helped with preparation, set-up, and close-out for daily operations.</li> <li>Assisted with liquor and beverage orders.</li> </ul>		
<b>Buffalo Wild Wings:</b> Server	10/2011 - 12/2012	Conway, AR
<ul style="list-style-type: none"> <li>Greeted and waited on guests in a cordial and professional manner.</li> <li>Assisted co-workers, supervisors, and customers in needs and exemplified a team player.</li> <li>Performed long hour shifts and multitask in a busy work environment.</li> </ul>		
<b>Pazzaz Interior:</b> Retail / Receptionist	SEASONAL 10/2011 - 01/2012	Little Rock, AR
<ul style="list-style-type: none"> <li>Assisted in areas of administrative work including receptionist duties, inventory entry, and office organization.</li> <li>Promptly responded to customers, staff, and clients in-person and via phone to provide excellent service.</li> <li>Utilized computer software programs to check-out customers.</li> </ul>		
<b>Ms. Carrie's Day School:</b> Child Caretaker	10/2009 - 10/2011	Conway, AR
<ul style="list-style-type: none"> <li>Supervised children and devoted attention to their nutrition, health, education, hygiene, and safety needs.</li> <li>Established and enforced rules for behavior and procedures for maintaining safety and order.</li> <li>Contributed to a cooperative environment with co-workers, supervisor, children, and families.</li> </ul>		
<b>Cracker Barrel:</b> Server / Retail	06/2006 - 06/2009	Conway, AR
<ul style="list-style-type: none"> <li>Welcomed guests in the restaurant and store, received and delivered orders, handled payments, and thanked customers.</li> <li>Provided excellent service to diners and store customers; managed multiple menus with large variety of food.</li> <li>Participated in a team environment and motivated co-workers and supervisors; helped train new employees.</li> </ul>		

## Education

**University of Arkansas Community College at Morrilton** – Morrilton, Conway

## Early Childhood Education – Attended Spring/Fall 2011 and Spring 2007

## **Bigelow High School** – Bigelow, Arkansas