

# 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

- Worked directly with clients to deliver services and resources to all eligible clients through various low-income programs.
- Reviewed client applications to determine eligibility; ensured client eligibility in all aspects according to agency requirements.
- Participated in community service organizations for the purpose of networking, making referrals, and sharing training.
- Upheld positive working relationships with clients, co-workers, and community organizations and members.
- Performed and maintained clerical duties, data entry, and job related responsibilities for the overall operation of the program.

Arkansas Travelers Stadium: Server      SEASONAL Summers 2011-2013      Little Rock, AR

- Welcomed and served customers, received and delivered food orders, handled payments, and thanked customers.
- Helped with preparation, set-up, and close-out for daily operations.
- Assisted with liquor and beverage orders.

Buffalo Wild Wings: Server      10/2011 - 12/2012      Conway, AR

- Greeted and waited on guests in a cordial and professional manner.
- Assisted co-workers, supervisors, and customers in needs and exemplified a team player.
- Performed long hour shifts and multitask in a busy work environment.

Pazzaz Interior: Retail / Receptionist      SEASONAL 10/2011 - 01/2012      Little Rock, AR

- Assisted in areas of administrative work including receptionist duties, inventory entry, and office organization.
- Promptly responded to customers, staff, and clients in-person and via phone to provide excellent service.
- Utilized computer software programs to check-out customers.

Ms. Carrie's Day School: Child Caretaker      10/2009 - 10/2011      Conway, AR

- Supervised children and devoted attention to their nutrition, health, education, hygiene, and safety needs.
- Established and enforced rules for behavior and procedures for maintaining safety and order.
- Contributed to a cooperative environment with co-workers, supervisor, children, and families.

Cracker Barrel: Server / Retail      06/2006 - 06/2009      Conway, AR

- Welcomed guests in the restaurant and store, received and delivered orders, handled payments, and thanked customers.
- Provided excellent service to diners and store customers; managed multiple menus with large variety of food.
- Participated in a team environment and motivated co-workers and supervisors; helped train new employees.

## 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