

# Denise Hubbard

Kansas City, MO  
denisehubbard23@gmail.com  
8168122383

Authorized to work in the US for any employer

## Work Experience

### **Rescue Agent**

Exl - Lees Summit, MO  
September 2018 to May 2019

Taking inbound calls from customers in need of roadside assistance.

### **CSR - Customer Service Representative**

USA800 - Kansas City, MO  
November 2017 to May 2018

Answer inbound calls from clients and/or customers to place orders.

### **Housekeeping**

Holiday Inn - Kansas City, MO  
February 2017 to July 2017

Cleaning guests room daily.

### **Picker/Packer**

Pacsun warehouse - Olathe, KS  
November 2016 to March 2017

Picking online orders.

### **Room Attendant/Housekeeping**

Fairfield Inn & Suites  
October 2016 to January 2017

### **Room Attendant/Housekeeping**

Marriott International, Inc.  
July 2016 to October 2016

### **Room Attendant/Housekeeping**

Courtyard marriott  
October 2014 to February 2015

### **Representative**

Convergys - Olathe, KS  
May 2013 to November 2014

Making outbound calls to customers concerning past due balances.

**Personal Care Attendant**

TNC Community - Independence, MO

November 2012 to April 2014

Cleaning and caring for mentally disabled individuals.

**Warehouse Associate**

Musician Friends - Kansas City, MO

November 2011 to February 2012

Packaging orders.

**Medical Receptionist**

Gastroenterology

March 2009 to August 2009

Voluntary work. Filing charts and other office work.

**Education****High school or equivalent**

Southwest Early College Charter School

**Skills**

Customer Service, Call Center, CSR



ACROBAT OUTSOURCING  
TSC GROUP

## Employment Application

Acrobat Outsourcing is an equal opportunity employer dedicated to non-discrimination in all employment practices. Acrobat Outsourcing selects the best qualified individual for the job based on job-related qualifications regardless of race, age (40+), color, religion, gender, national origin, ancestry, marital status, sexual orientation, disability or any other status protected by applicable law.

### PLEASE PRINT

Full Name Denise Hubbard Date: 8-14-19  
Home Telephone (816) 812-2383 Other Telephone ( ) \_\_\_\_\_  
Present Address 3025 Askew Avenue  
Permanent Address, if different from present address: \_\_\_\_\_  
Email Address denise.hubbard23@gmail.com

### EMPLOYMENT DESIRED

Position applying for: Housekeeping Salary desired: 9.00  
Are you currently registered with any staffing and/or employment agencies? If so, please list  
No  
Are you applying for: Full-time work? Yes ☒ No ☐ Part-time work? Yes ☐ No ☐  
Temporary work, e.g., summer or holiday work? Yes ☐ No ☒ From: \_\_\_\_\_ To: \_\_\_\_\_  
How did you find out about our open position? (Please check fill in proper name of source):  
Referral ☐ Name of Referral \_\_\_\_\_ Newspaper ☐ Job Fair ☐ Agency ☐  
Company Website ☐ Other Web Posting ☐ Other Source ☒  
Could you work overtime, if necessary? Yes ☒ No ☐ If hired, on what date could you start working?  
8-15-19

*Please keep in mind that schedules and shifts may vary depending on position and season. Additionally, the hours may vary from week to week, depending on the company needs. Please list only the times/days you're available to work below.*

| SPECIFY<br>HOURS<br>AVAILABLE<br>DAILY | SUNDAY | MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY | SATURDAY |
|--|--------|--------|---------|-----------|----------|--------|----------|
| AM                                     | 8am    | 8am    | 8am     | 8am       | 8am      | 8am    | 8am      |
| PM                                     | 5pm    | 5pm    | 5pm     | 5pm       | 5pm      | 5pm    | 5pm      |

Do you have any vacations or extended leaves planned in the next 12 months? If so, please list dates:

**PERSONAL INFORMATION**

Have you ever applied to or worked for Acrobat Outsourcing before? Yes\_\_\_ No ☒ If yes, when? \_\_\_\_\_

Do you have friends or relatives working for Acrobat Outsourcing? Yes\_\_\_ No ☒ If yes, please state name and relationship \_\_\_\_\_

If hired, would you have a reliable means of transportation to and from work? Yes ☒ No\_\_\_

If hired, can you present evidence of your legal right to live and work in this country? Yes ☒ No\_\_\_

State age if you are under 18 \_\_\_\_\_. If you are under 18, hire is subject to verification that you are of minimum legal age to work.

Are you able to perform the essential functions of the job for which you are applying? Yes ☒ No\_\_\_

If no, describe the functions that cannot be performed. (Note: We comply with the ADA and consider reasonable accommodation measures that may be necessary for eligible applicants/employees to perform essential functions.)

**Pursuant to any and all Fair Chance Ordinances, we will consider for employment qualified applicants with arrest and conviction records.**

**EDUCATION & SKILLS**

| NAME OF SCHOOL   | CITY & STATE    | GRADE OR DEGREE COMPLETED            | DID YOU GRADUATE?        |
|--|-----------------|--------------------------------------|--------------------------|
| Southwest High   | Kansas City, MO | 12 <sup>th</sup>                     | Yes                      |
| Do you have any special licenses, certificates or special training? If so please list under "Special."   |                 | YES                                  | <input type="radio"/> NO |
| Are you computer literate? If so, list software knowledge under "Special."   |                 | <input checked="" type="radio"/> YES | <input type="radio"/> NO |
| Are you proficient with Point of Sales Systems? If, so please list which ones under "Special."   |                 | YES                                  | <input type="radio"/> NO |
| Do you have any other experience, training, qualifications or special skills, which you feel make you especially suited for work at Acrobat Outsourcing? If so, please list under "Special." |                 | YES                                  | <input type="radio"/> NO |
| Special: Microsoft Word, excel, powerpoint.  |                 |                                      |                          |

**EMPLOYMENT HISTORY**

List below all present and past employment starting with your most recent employer (last 10 years is sufficient). Account for unemployment periods of three months or more.

Are you currently employed? Yes ☐ No ☒ If so, may we contact your current employer? Yes ☐ No ☐

Name and Address of Employer EXL - 777 blue Parkway Lee Summit, MO

Type of Business Call Center Telephone No. (815) 561-8800 Supervisor's Name Brad  
Your Position and Duties Answering inbound calls from customers  
needing roadside assistance

Dates of Employment: From Sept. 2008 To May. 2019

Reason for Leaving: Temporary position through company

Name and Address of Employer USA 800 - 7306 tiffany Springs Parkway

Type of Business Call Center Telephone No. ( ) Supervisor's Name Jennifer  
Your Position and Duties Taking inbound calls from customers  
placing orders, or needing assistance with florida benefits.

Dates of Employment: From Nov. 2017 To June 2018

Reason for Leaving: Company was switching over

Name and Address of Employer Holiday Inn 1995 Macon Street

Type of Business Hotel Telephone No. ( ) Supervisor's Name Crystal  
Your Position and Duties Cleaning guest rooms daily and common  
areas when needed.

Dates of Employment: From Feb. 2017 To July. 2017

Reason for Leaving: Part time only needed full time.

Name and Address of Employer Pac Sun Warehouse

Type of Business Warehouse Telephone No. ( ) Supervisor's Name

Your Position and Duties Picking online orders and packing for shipment.

Dates of Employment: From Nov. 2016 To March 2017

Reason for Leaving: Temporary

Have you ever been fired from any previous place of employment? If so, please explain: NO

#### MILITARY SERVICE

Have you obtained any special skills or abilities as the result of service in the military? Yes ☐ No ☒

If so, describe: \_\_\_\_\_

#### JOB RELATED REFERENCES

List below three persons not related to you who have knowledge of your work performance within the last three years.

Name: Elijah Williams Telephone No. (816) 825-1035  
Address 2117 Askew Avenue KCMO  
Occupation: Laborer Relationship: Friend Number of Years Acquainted: 5

Name: Vanessa Broadway Telephone No. (816) 499-9552  
Address 1189 Hilltop Road KCK  
Occupation: School Cook Relationship: Co-Worker Number of Years Acquainted: 4

Name: Courtney Irvin Telephone No. (816) 844-1952  
Address \_\_\_\_\_  
Occupation: USPS carrier Relationship: Friend Number of Years Acquainted: 10

**Please Read Carefully, Initial Each Paragraph and Sign Below**

DA I hereby certify that I have not knowingly withheld any information that might adversely affect my chances for employment and that the answers given by me are true and correct to the best of my knowledge. I further certify that I, the undersigned applicant, have personally completed this application. I understand that any omission or misstatement of material facts on this application or on any document used to secure employment shall be grounds for rejection of this application or for immediate discharge if I am employed, regardless of the time elapsed before discovery.


DA I hereby authorize Acrobat Outsourcing to thoroughly investigate my references, work record, education and other matters related to my suitability for employment and, further, authorize the references I have listed to disclose to the company any and all letters, reports and other information related to my work records, without giving me prior notice of such disclosure. In addition, I hereby release the company, my former employers and all other persons, corporations, partnerships and associations from any and all claims, demands or liabilities arising out of or in any way related to such investigation or disclosure.

DA I hereby authorize Acrobat Outsourcing and its authorized representatives to solicit information regarding my background, which may include but not be limited to, information about my employment, education, and/or criminal history, which may be in the files of any federal, state, or local criminal justice and law enforcement agency and general public records history.

DA I understand that if selected for hire, it will be necessary for me to provide satisfactory evidence of my identity and legal authority to work in the United States, and that federal immigration laws require me to complete an I-9 form in this regard within three days of my hire date.

DA Acrobat Outsourcing is an at-will employer. I understand that nothing contained in the application, or conveyed during any interview, which may be granted or during my employment, if hired, is intended to create an employment contract between me and the company. In addition, I understand and agree that if I am employed, my employment is for no definite or determinable period and may be terminated at any time, with or without prior notice, with or without cause, at the option of either myself or the company, and that no promises or representations contrary to the foregoing are binding on the company unless made in writing and signed by me and the company's designated representative.

I hereby acknowledge that I have read and understand the above statements.

Applicant's Signature  Date 8-14-19

Name: Denise Hubbard

Score      /14

Housekeeping Test

1. During which of the following situation(s) should you wear gloves?
  - a) When handling disinfectant solutions
  - b) When cleaning guest rooms
  - c) When handling soiled linen
  - d) When handling or disposing of waste
  - ☒ (e) All of the above
2. Which of the following should be cleaned daily?
  - a) Chairs, lamps, and tables
  - b) Tabletops, bed, and handrails
  - c) Grab bars, light, tops of doors and counters
  - d) Floors, sinks, toilets, and latrines
  - ☒ (e) All of the above
3. True or ☒ False: You do not need to use a separate cloth for cleaning bathrooms.
4. ☒ True or False: Dusting is most commonly used for cleaning walls, ceiling, doors, windows and furniture.
5. Should the following be cleaned daily or weekly? Circle one.
  - a) Floors ☒ Daily / ☐ Weekly
  - b) Toilets and latrines ☒ Daily / ☐ Weekly
  - c) Carpets in guest rooms ☒ Daily / ☐ Weekly
  - d) Carpets in offices ☒ Daily / ☐ Weekly
  - e) Soiled linen ☒ Daily / ☐ Weekly
6. The best way to clean the floors:
  - a) Scrubbing
  - b) Dry sweeping and dusting
  - ☒ (c) Sweeping, mopping and dusting
  - d) Wet mopping
7. What should do if you spill liquids or see a liquid spill?
  - a) Leave it for someone else to clean- up
  - b) Wait until the end of your shift to clean it
  - ☒ (c) Flag the spill and clean it up immediately
  - d) Not sure
8. The proper procedure for cleaning spills of blood and other body fluids is:
  - ☒ (a) Wearing gloves, clean with cloth soaked in chlorine solution and follow up with disinfectant solution
  - b) Find the janitor on- duty and ask him to clean it up
  - c) Grab whatever is closest and wipe up immediately, then mark "Biohazard"
  - d) Nothing
9. What do you do if you encounter with bed bugs in a guest room?

Try to capture it in a container and let the supervisor or manager know.
10. What do you do if you find Lost and Found items in a guest rooms?

Take them down to lost & found with room number on it.
11. Describe the difference between a disinfectant and a cleaning solution?

Disinfectant is used to wipe down hard surfaces. Cleaning solutions is used for bathroom areas and spills.