

GAYLA THOMPSON

Oakland, CA
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EDUCATION AND SPECIALIZED TRAINING

<i>California State Food Handler's Card</i> ServSafe	<i>Current</i> Emeryville, CA
<i>Bakery Production Boot Camp</i> The Bread Project	6/2014 Emeryville, CA
<ul style="list-style-type: none">Completed a 3-week intensive job training program that included components in safe food handling, equipment knowledge, kitchen professionalism, and basic baking knowledge and skillsAssisted in the preparation of muffins and quick breads for purchase ordersFamiliar with food preparation techniques including measuring, mixing, portioning, and speedProficient in identifying common commercial kitchen equipment and bakery ingredients	
OSHA 10 Safety Training Certificate TWC	6/ 2014 Oakland CA
<i>Relator's License</i> CA Bureau of Real Estate	7/2004 Sacramento, CA
<i>Associate of Arts in Child Development</i> College of Alameda	9/1995 Alameda, CA

WORK EXPERIENCE

<i>Chevy's Restaurant</i> Waitress	4/2012-2/2013 Emeryville, CA
<ul style="list-style-type: none">Greeted customers and presented daily menus and specialsProvided suggestions of various menu items and informed customers of ingredientsProvided excellent customer service by anticipating and being attentive to customer needsCompleted transactions in a consistent and efficient manner	
<i>Understanding Foundations</i> Manager	7/2009-2/2013 Berkeley, CA
<ul style="list-style-type: none">Hired and trained new employees, oversaw staff, conducted training sessions, prepared weekly work schedules, provided feedback on employee performance, and terminated employeesOrganized layout of store and presented merchandise in an appealing wayIncreased sales by providing excellent customer service, understanding customer need, responding effectively to inquiries and providing desired merchandiseMaintained accounts receivables and payables, bookkeeping, and calculated daily transactions and ensured that there were no differences of registers and the close of shifts	
<i>Corn Bread Catering</i> Bartender/Server	2/2008-7/2011 Sacramento, CA
<ul style="list-style-type: none">Prepared and served alcoholic and non-alcoholic mixed beverages and specialty liquors as requested by guestsPlanned and organized drink lists and inventory for several weddings and various private eventsMeasured and served exact proportions and combinations set by company practices	

- Routinely took inventory, ordered supplies, stocked and maintained bar on a regular basis

New Beginnings, LLC

Property Manager

4/2006-3/2013

Berkeley, CA

- Prepared annual property budget, conducted meetings with higher management, completed reports, and had an active role in decision making
- Maintained consistent occupancy rates, showed properties to prospective tenants and conducted tenant credit checks for 45 units
- Negotiated lease and rental agreements, collected payments from tenants and issued receipts
- Resolved disputes including payment demands, evictions, and deposit demands

Smile Care Dentistry

Office Manager

Santa Ana, CA

3/2000-12/2002

- Oversaw staff, provided staff performance reviews, and ensured a great work environment
- Provide counsel for patient and staff concerns and provided resolution regarding work issues
- Prepared, drafted, and implemented an Office Procedure Manual

Dental Biller

9/1999-3/2000

- Presented and discussed financial options and arrangements with patients such as Care Credit and Dental Fee Plans
- Consulted with patients and sold billing options
- Processed insurance policies and followed insurance billing procedures
- Submitted payment requests to insurance companies and collected payments and co-pays

Receptionist

1/1995-6/1999

- Answered phones, scheduled appointments and greeted clients
- Directed phone calls to the appropriate departments
- Prepared, maintained and pulled new and returning patients' charts
- Provided excellent customer service