

GAYLA THOMPSON

Oakland, CA
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EDUCATION AND SPECIALIZED TRAINING

California State Food Handler's Card
ServSafe

Current
Emeryville, CA

Bakery Production Boot Camp
The Bread Project

6/2014
Emeryville, CA

- Completed a 3-week intensive job training program that included components in safe food handling, equipment knowledge, kitchen professionalism, and basic baking knowledge and skills
- Assisted in the preparation of muffins and quick breads for purchase orders
- Familiar with food preparation techniques including measuring, mixing, portioning, and speed
- Proficient in identifying common commercial kitchen equipment and bakery ingredients

OSHA 10 Safety Training Certificate
TWC

6/2014
Oakland CA

Relator's License
CA Bureau of Real Estate

7/2004
Sacramento, CA

Associate of Arts in Child Development
College of Alameda

9/1995
Alameda, CA

WORK EXPERIENCE

Chevy's Restaurant
Waitress

4/2012-2/2013
Emeryville, CA

- Greeted customers and presented daily menus and specials
- Provided suggestions of various menu items and informed customers of ingredients
- Provided excellent customer service by anticipating and being attentive to customer needs
- Completed transactions in a consistent and efficient manner

Understanding Foundations
Manager

7/2009-2/2013
Berkeley, CA

- Hired and trained new employees, oversaw staff, conducted training sessions, prepared weekly work schedules, provided feedback on employee performance, and terminated employees
- Organized layout of store and presented merchandise in an appealing way
- Increased sales by providing excellent customer service, understanding customer need, responding effectively to inquiries and providing desired merchandise
- Maintained accounts receivables and payables, bookkeeping, and calculated daily transactions and ensured that there were no differences of registers and the close of shifts

Corn Bread Catering
Bartender/Server

2/2008-7/2011
Sacramento, CA

- Prepared and served alcoholic and non-alcoholic mixed beverages and specialty liquors as requested by guests
 - Planned and organized drink lists and inventory for several weddings and various private events
 - Measured and served exact proportions and combinations set by company practices
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- Routinely took inventory, ordered supplies, stocked and maintained bar on a regular basis

New Beginnings, LLC

4/2006-3/2013

Property Manager

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

Santa Ana, CA

Office Manager

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