

Jessica Simpson

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Objective

Dedicated customer service representative with motivation to maintain customer satisfaction and contribute to company success. I have extensive experience in the customer service industry and always up to a new challenge to enhance skills.

Key Skills

Efficiently multitask in all situations

Plan, organize and prioritize work

Office Skills

Telephone and reception etiquette, document & record information, data entry

Computer Skills

Word, Excel, PowerPoint, Access, Outlook, Windows, Macintosh, 60 WPM

Experience

Mimi's Cafe, Cerritos, CA Server 2014-Present

Time management & Multitasking

- Provide hospitality to guests
- Consistently exceed sales goals by effectively managing sections
- Provided the customers with a pleasant dining experience and quality service

Elephant Bar, Downey, CA Host/Server 2013-2014

Decision making & Attention to detail

- Supervise and coordinate activities of dining room to provide fast and courteous service
- Greet guests, escort them to tables, and provide menus
- Answer phones, take messages and make reservations

LA Fitness, Long Beach, CA Receptionist 2012-2013

Active Listening & Dependable

- Greet each member and guest promptly, enthusiastically and with a smile
- Manage high volume of calls maintaining accuracy, efficiency, and a positive attitude
- Record all membership transactions including electronic payments

Kid's club attendant

Patient & Energetic

- Supervise activities of all assigned children in the Kid's Club area
- Participate and entertain children with games or other approved activities
- Provide child care to children including paging parent or guardian to assist personal needs

Education

Cypress College, Cypress, CA Associates of Arts 2016

Lakewood High School, Lakewood, CA High School Diploma 2012

Certifications

California Food Handlers Card November 2016

First Aid/CPR/AED December 2014

Trust line Registry F3548620

References

Evan Angcos (562) 277-3462

Stephanie Spratte (562) 607-7862

Matthew Wheeler (562) 607-7307

Server
10/10/14
Friday @ 2pm
VB office