

Trena Burton

Oakland, CA 94621 • (510) 992-9660 • trenaburton@yahoo.com

Profile

Dynamic, highly motivated professional with strong customer service background. Strong work ethics and team building skills with the ability to inspire a positive and cooperative work environment. Fast learner; able to tackle challenging assignments with creativity, drive and enthusiasm; outgoing and personable with excellent public relations and customer service skills.

Summary of Skills

- ❖ Experience dealing with confidential matters
- ❖ Able to work in diverse social environments
- ❖ Superior customer service skills
- ❖ Good problem solving skills
- ❖ Ability to make sound decisions
- ❖ Strong administrative skills
- ❖ Excellent written and verbal communication skills
- ❖ Highly motivated and success driven
- ❖ Thrive on challenges and opportunities to assume responsibility
- ❖ Eager to learn; work with minimum supervision
- ❖ Responsible, hard working, dependable, cooperative
- ❖ Willing to work overtime, holidays and weekends
- ❖ Enjoy working in a team oriented environment
- ❖ Self-confident, open-minded and tactful
- ❖ Computer literate; internet savvy

Employment History

Customer Service Representative

2012 – 2013

Greenworks Company, San Ramon, CA

Answered 300+ incoming calls daily to schedule and confirm customer appointments. Conducted 200+ outbound calls daily to market services to customers and generate business. Provided exceptional customer service by explaining products and service details to secure additional sales.

Housekeeping Aide

2007 – 2008

State of California, Madera, CA

Clean rooms, hallways, lobbies, lounges, restrooms, corridors, elevators, stairways, locker rooms and other work areas so that health standards are met. Clean rugs, carpets, upholstered furniture, and/or draperies, using vacuum cleaners and/or shampoos. Empty wastebaskets, empty and clean ashtrays, and transport other trash and waste to disposal areas. Care for children and/or elderly persons by overseeing their activities, providing companionship, and assisting them with dressing, bathing, eating, and other needs. Carry linens, towels, toilet items, and cleaning supplies, using wheeled carts

Food Service Assistant

2005 – 2007

California Pacific Medical Center, San Francisco, CA

Prepare food items such as sandwiches, salads, soups, and beverages. Examine trays to ensure that they contain required items. Load trays with accessories such as eating utensils, napkins, and condiments. Monitor food distribution, ensuring that meals are delivered to the correct recipient and that guidelines such as those for special diets are followed. Remove trays and stack dishes for return to kitchen after meals are finished. Stock service stations with items such as ice, napkins, and straws. Take food orders and relay orders to kitchens or serving counters so they can be filled. Clean and sterilize dishes, kitchen utensils, equipment, and facilities. Monitor food preparation and serving techniques to ensure that proper procedures are followed. Record amounts and types of special food items served to customers. Accept payment for services as needed.

Retail Sales Associate

2002 – 2005

Goodwill Industries, San Francisco, CA

Greet customers and ascertain what each customer wants or needs. Open and close cash registers, performing tasks such as counting money, separating charge slips, coupons, and vouchers, balancing cash drawers, and making deposits. Maintain knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices.

Caregiver

1996 – 2002

Rose Gate Elderly Home, San Leandro, CA

Practical experience providing in-home care to persons living with serious illnesses and disabilities. Experience working with people using wheelchairs, walkers and other equipment, administer medication according to physician directions, transporting clients to and from appointments. Change bed linens, wash and iron patients' laundry, and clean patients' quarters. Entertain, converse or read aloud to patients to keep them mentally healthy and alert. Plan, purchase, prepare, and serve meals to patients according to prescribed diets. Massage patients and apply preparations and treatments, such as liniment, alcohol rubs, and heat-lamp stimulation. Grooming i.e., assist with bathing, combing hair, brushing teeth etc and perform required housekeeping duties as required

Education

Mission High School, San Francisco, CA