

Ari Coleman
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OBJECTIVE: To obtain a position in a professional environment within a challenging and expanding company.

SUMMARY OF QUALIFICATIONS:

- Highly motivated, detail oriented, work with limited or no supervision
- Punctual and able to complete tasks in a timely and efficient manner
- Patient, trust-worthy and dedicated to helping those in need
- Hard-working, physically strong and very responsible, dependable, and a team player
- Customer service skills

RELATED WORK EXPERIENCE:

Security Guard *Universal Protection Security Service* *San Francisco, CA* *7/05-7/06*

- Establishing procedures of opening and closing for business and for the safekeeping of all valuables.
- Establishing procedures that will assist in identifying persons committing crimes against the institution
- Supervising the installation, maintenance, and operation of security devices.

Care Provider *IHSS Program* *San Francisco, CA* *11/05-08/06*

- Assisted disabled & elderly patients with all daily living tasks. Helped patient move around, assisted with bathing, dressing, feeding and grooming.
- Thoroughly cleaned and maintained client's home.
- Planned and prepared nutritious meals. Shopped for groceries, picked up prescriptions and administered medication.
- Accompanied client to and from appointments and provided friendly companionship.

Customer Service Rep *Starbucks* *San Francisco, CA* *08/04-6/05*

- Demonstrates a calm demeanor during periods of high volume of orders.
- Displays a customer comes first attitude
- Processing of beverages

Security Guard *ABM Securities* *San Francisco, CA* *11/03-11/05*

- Provided high-profile presence in various locations, monitoring facilities to prevent loss and ensure the full protection of occupants.
- Operated surveillance systems and patrol the grounds to protect against possible hazards.
- Write informative reports to update management on all security matters.
- Immediately respond to security violations, alarms, other emergency situations.
- Exercised sound judgment and maintained confidentiality at all times.

Floor Coordinator *Episcopal Community Services of SF* *San Francisco, CA* *07/08-11/00*

- Provided support in the safety of a 24 hour access homeless shelter.
- Responsible for checking in and out the participants, insuring all paperwork and TB test results are complete.
- Serving and assist with line control during meal time.
- Issued bed area, a safety lock, and bedding also assuring clean laundry.
- Enforced the rules of the shelter with the understanding that we house up 334 beds for persons with substance abuse, some coping with mental health, seniors, and persons displaced from their homes.

Shift Manager *Auntie April's Soul Food Restaurant* *San Francisco, CA* *12/07- Present*

- Prepped and Prepared homemade meals and assisted the main cook.
- Cashier, Server, Hostess, took orders and provided warming customer service.

EDUCATION:

Downtown High School San Francisco, CA Graduated 2005
Southeast Community College Keyboarding Office Technology San Francisco, CA

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QUALIFICATIONS SUMMARY

- Over six years' experience as Shift Manager in high volume restaurant settings.
- Ability to manage the work of others and learn quickly.
- Possess strong communication and interpersonal skills are important in dealing with both customers and staff.
- Ability to remain calm and professional in difficult situations.
- Ability to multitask with a number of different things during a shift, swift and proven Decision-making skills.

RELATED WORK EXPERIENCE

Shift Manager/Cust. Service Rep Auntie April's Soul Food Restaurant, S.F. 12/07-Present

- Prepped and prepared homemade style meals and assisted the main cook.
- Cashier, Server, hostess, took orders and provided warm customer service to patrons

Shift Manager/Cust. Service Rep Starbucks, S.F. 8/04-6/05

- Conducted opening and closing of sales in accordance with policies underlined by organization.
- Ensured absolute security of cash and maintained cash register in accordance with HMSHost cash handling regulations.
- Monitored customers' feedback and worked consistently to resolve customers' problems.
- Oversaw wrapping, dating, storing and labeling of products.
- Supported higher authorities in verifying transactions and operating equipment.
- Directed Shift Supervisor on preparation of orders and stocking units with accurate quantity of products.
- Interacted directly with customers on financial matters and maintained cash registers.
- Trained new associates and collaborated with management on new training programs.

ADDITIONAL WORK HISTORY

Security Guard, Universal Protection Security Service, S.F., CA July 2005 to July 2006

Care Provider, IHSS Program, S.F., CA Nov. 2005 to August 2006

Security Guard, ABM Securities, S.F., CA Nov. 2003 to Nov. 2005

Floor Coordinator, Episcopal Community Services, S.F., CA July 2008 to Nov. 2000

EDUCATION & TRAINING

Keyboard Office Technology, Southeast Community College, S.F., CA

High School Diploma, Downtown High School, S.F., CA