

Geraldine Meeks

1220 Haskell Street, Apt. B
Berkeley, CA 94702

geraldine.meeks@yahoo.com

Home: 510-228-5601
Cell: 510-228-5601

- **Dedicated food preparer and server with 20+ years of experience** in school cafeterias, bakeries, caterers, restaurants.
- **Respected builder and leader of customer-focused teams;** instill a shared, enthusiastic commitment to customer service as a key driver of company goal attainment. Lead by example and ensure the execution of all safety, security, quality and store operations policies.

Areas of Expertise

*Customer Service Management
Complaint Handling & Resolution
Retail Operations Management*

*Customer Satisfaction Enhancement
Front-End Supervision
Sales & Margin Improvement*

*Teambuilding & Training
Cost-Reduction Strategies
Order Fulfillment*

Professional Experience

Zoe's Cookies — Richmond, CA

11/2010 to Present

Customer Service Manager, 9/07 to present

Customer Service Representative, 10/03 to 9/07

Promoted to manager position to recruit, train and supervise 25+ customer service reps and cashiers. Foster an environment in which guests enjoy high levels of service and employees are motivated to deliver top performance. Manage front-end operations to ensure friendly and efficient transactions at checkout. Selected Contributions:

- Prepared cookie dough batches. Weigh, measure ingredients. Operated 635 – 998 lb mixers, industrial washers, food choppers.
- Sanitized silverware, utensils and cookware using servSafe standards.
- Elevated store's guest-satisfaction index from 86% to 92% within two years; ensured the swift resolution of customer issues to preserve customer loyalty while complying with company policies.

Bake Sale Betty's — Oakland, CA

8/2008 to 7/2010

Baker, 8/2008 to 7/2010

Advanced to increasingly responsible positions, culminating in management role with oversight for a full-service deli. Directed 18 employees and managed P&L, sales, inventory, merchandising and cost controls. Maintained high standards in sanitation and safety and complied with regulatory guidelines. Selected Contributions:

- Transformed operation that was posting annual losses to achieve \$159K+ in profits within one year. Met or exceeded all sales targets despite increased competition presented by the opening of two new local delis.
- Introduced training programs that enhanced employee performance and helped build a motivated workforce.

Education and Training

Pacific Coast College — Sacramento, CA

9/98 to 5/02

Earned 28 credits; concentration in business studies

Training: Completed numerous courses and seminars in customer service, sales strategies, inventory control, loss prevention, time management, leadership, performance assessment and food safety.

Community Involvement

*Emery Unified School District
School Site Council Secretary
(2011 to Present)*

*Anna Yates Elementary School PTO
Hospitality Chair
(2011 to Present)*

*City Slickers Farms
Board of Trustees
(2009 to 2010)*