

Jamaal J. Germaine

(702)273.5710 or (650)644.1768

E-mail: jamaal.germaine@gmail.com

Job Objective:

Desiring employment as a Hospitality /Foodservice for Acrobats.

SKILLS:

Customer Service, Ability to Read Customers, Knowledge of MS Word/ Excel, Goal Oriented, Persuasion Skills, Closing, Willingness to Learn, Ability to Communicate Clearly, Attention to Detail, Ability to Remain Patient/Calm under stress, Accurate cash handling, Ability to Handle Difficult Customers, Knowledge of Trends/ Technology i.e Twitter, Facebook, Skype, Google, Bing etc. Punctual, Reliable Transportation

Past Experiences:

NU Creations Outreach: Fundraiser/Customer Service Rep Oakland, CA 09/2011 to 04/2012

Duties: Represented a new nonprofit catered to Disenfranchised youth in the heart of a drug laden, high crime, lack of opportunity, Delivered Customer service to travelers to fundraise funds to help open the youth shelter/food pantry. Coordinated with various business/ community outreach facilities to operate and maintain Health fairs, back to school events and turkey/ Toy Drives.

Savers: Customer Service/ OSD (CDC) Attendant Daly City, CA 06/2009 to 01/2010

Duties: responsible for customer service, loss prevention, safety, sales rep, Marketing/ Advertising, collected donations and donation/recycling advocate. Inventory, palletizing merchandise for shipment, Recycle clothes via bail and loaded onto outbound trucks unloading freight delivery such as clothes and toys, and e-waste recycling,

The Toaster Oven: Sandwich maker/Customer Service San Francisco, CA 03/2008 to 07/2008

Duties: General kitchen duties, which include but not limit to sandwich making, preparing, merchandise restocking, clean up, dishwashing, closing duties such as making store was super clean, *Closing Supervisor*- lead closing shift, broke down store, restocked chips, filled orders, responsibilities includes maintained cash and store security, daily revenue reports, report any changes to shift Manager/Store GM and/or owner of company, Delivered Excellent Customer Service to disgruntled patrons as well as neighboring business who are affected Stores foot Traffic.

Target: Overnight Flow/Push Team Member (Seasonal) Daly City/ Colma, CA 10/2007 to 12/2007

Duties: Apart of the overnight team main duties was to restock the shelves. I was also in charge of loading/unloading freight elevators. Relocated merchandise to the appropriate locations throughout the store.

The Heritage: Food server/ Residential Care/Customer Service San Francisco, CA 05/2007 to 10/2007 Duties:

Food server for the elderly, Daily food service with buffet setup, in charge of *in pre-service setup*, beverages, silverware, hot plates and salad bar, maintained a clean service area, table/party setups and breakdowns, and table setup for next service, delivered/ pick up trays for sick residents.

Jiffy Lube: Courtesy Technician/Customer Service San Mateo, CA 11/2006 to 02/2007

Duties: Greeted customers and directed them to coffee station, washed car windows vacuumed floor, directed and guided vehicles to and from appropriate bays, maintained clean workplace, directed customers from lounge to other employees, restocking of motor oil & air filter shelves.

Specialty's Cafe & Bakery: Dishwasher/Customers Service San Francisco, CA 04/2006 to 06/2006

Duties: In charge of maintaining the kitchen safety by washing dishes, mopping floors, taking out the trash, sweeping the floor, and maintaining the walk-in. Delivering Customer service to various business by delivering their Fast food Deliveries upon request within a time frame to various businesses surrounding AT&T ballpark, restocking of fruit and beverages shelves.

Treasure Island Job corps: Vocational Student San Francisco, CA 03/2005 to 04/2006

Duties: *Student*; Basic hands on training, on kitchen duties such as safety & sanitation, knife cutting techniques, soups and salads, front of the house, catering, menu planning, washing dishes, mopping Floors, taking out the trash, sweeping the floor, maintaining the walk-in, stock and supply ordering, and event planning, restocking of walk-in

Education:

Hogan High School - High School Diploma

Vallejo, CA

2000-2004

Treasure Island Job Corps – Basic Culinary Arts

San Francisco, CA

2005-2006