

Objective

Cashier, Busser, and other positions for The Service Companies in Oakland and San Francisco

Special Skills and Abilities

- Prioritized challenging tasks with speed, attention to detail, accuracy, and follow-through in a punctual manner to meet deadlines
- Performed assigned duties with direct supervision, as well as initiativly, independently, and collaboratively
- Demonstrated effective communication, analytical, and listening skills(written/verbal) to understand and follow directions thoroughly, to acquire fresh knowledge quickly, and to maintain a professional, responsible demeanor to work and interact appropriately in diverse surroundings
- Acquired typing(35-40 wpm), 10-key, and alphanumeric filing skills from previous employment
- Used Windows XP/Vista OS, MS Office(Word, Excel, Access, and Outlook), Adobe Reader(PDF), IE/Firefox/Google Chrome browsers, Zendesk SaaS CRM and Skype telecommunications application software, and Facebook, Twitter, and LinkedIn SNS
- Developed solid innovative writing skills(English word usage, spelling, grammar, and punctuation) and basic math abilities on leisure

Education

University of California, Berkeley: B.A. in Social Science

Work Experience

Cashier Attendant/Traffic Director - Propark Mobility(8/15 to present)

- Conducted POS transactions and scanned passes for parking spaces expeditiously, as well as guided drivers directly to the appropriate lots
- Replied to queries from attendees in regard to parking, event tickets, directions, and current/upcoming attractions
- Interacted with personnel intelligibly through radio for support when necessary
- Ushered incoming and outgoing vehicles to the appropriate directions in an orderly fashion during ingress and egress hours of the Oakland Arena and Ringcentral Coliseum

Traffic Director/Lot Attendant – ACE Parking(3/15 to 10/18)

- Scanned parking tickets and directed drivers to their respective parking spots at the Oakland Coliseum in an efficient and organized manner
- Provided professional solutions to inquiries from attendees regarding parking spaces, ticket information, sealing, and special events
- Communicated with staff articulately through handheld transceivers for assistance when required

Contractor - Acrobat Outsourcing(2/15 to 8/17)

Partook laboriously in intermittent and long-term employment under positions such as cashier, busser, and dishwasher for various companies under Kaiser Permanente, Academy of Sciences, and Academy of Art University

Author – Textbroker International LLC(1/13 to 1/15, but currently registered since 9/09)

- Composed highly-rated articles for website clients under various topics such as Health, Environment, Home & Family, and Games
- Created web content on some write-ups using HTML tags accurately to alter the words' format and font

Seasonal Customer Service Representative – Minted(11/29/12 to 12/21/12)

- Provided solutions to customers' inquiries promptly by phone, chat, and email regarding stationery products such as greeting cards and calendars
- Utilized Zendesk effectively to check and update patrons' accounts and the statuses of their orders
- Communicated with personnel punctiliously in person and through Skype IM client for assistance when necessary
- Operated USPS, DHL, and FedEx websites to speedily track the statuses of people's orders

Telemarketer – GreenworksUS(6/12 to 9/12)

- Greeted and responded helpfully to numerous outbound calls of prospective elderly clients
- Promoted and scheduled free in-home consultations with a positive attitude to engage interested clientele
- Conducted inside sales of Safeguard walk-in-bathtubs in an accommodating aspect for aging consumers
- Documented account of consultations and sales fully and reported it to supervisor on duty

Temporary Employee – Aerotek Inc.(9/11 to 10/11, but currently registered since 7/11)

Performed short-term assignments ably in the SF and East Bay Area

- **Brochure Packager – Wells Fargo Bank(9/11 to 10/11):** In a collaborative undertaking, amassed flyers, letters, and small booklets expeditiously into separate folders to create pamphlets and to enclose them into boxes, which were, in turn, transferred collectively to a separate section of the work area to be transported

Freelance Writer – SR Education Group(1/11 to 8/11)

- Employed Google Adwords Keyword Tool methodically to find suitable topics for written material before conducting detailed internet research on the chosen subject
- Provided coherent web content(2000-3000 words) for "how to" articles on various schools/colleges, professions, degrees, and misc. for education/career sites and blogs

References

Available Upon Request