

**ShaNiesha Hicks**  
**119 Haight St.**  
**San Francisco Ca 94102**  
**(415) 549-6814**  
**Email: skiera415@gmail.com**

**Objective:** *Seeking a position in a fast paced environment with an opportunity for growth*

### **Summary of Qualifications**

- *Accomplishes all tasks on time, punctual and dependable*
- *Over 2 years experience working in the customer service and food industry*
- *Well-organized and pays attention to detail*
- *Able to meet daily goals and can work any shift and holidays*
- *Very hard worker, great communication skills, friendly, positive attitude*

### **Employment History**

**IHHS** **Care Giver** **08/2014 - 12/2014**

- *Assisted client in daily needs such as dispersing medication, showering, and dressing*
- *Accompanied client to appointments, grocery store, and to pick up medications*
- *Provided house duties such as doing laundry, and cooking nutritious meals*

**Triano & Brynes Law Firm** **Receptionist** **03/2014 - 6/2014**

- *Answered multi- line phone system and took accurate messages*
- *Filed paper work, faxed, and made copies*
- *Updated spreadsheets using Microsoft Excel and scanned and converted documents to PDF files*
- *Responsible for bank deposits weekly*

**Vector Corporation** **Customer Service Rep.** **07/2013 - 9/2013**

- *Answered multi- line phone system and handled customer service requests*
- *Responsible for scheduling sales appointments*

**Second Harvest Food** **Volunteer** **08/2008 - Current**

- *Greeted customers and distributed food for pantry*
- *Set up tables and chairs daily*
- *Cleaned before opening and after closing and other janitorial duties as needed*

**Thornton High School** **Volunteer** **03/2011 - 10/2011**

- *Data entry of student grades, test scores, and attendance*
- *Organized library reading materials*

### **Education & Certifications**

**5 Keys Charter School**

**HS Diploma**

**2015**