

Charles Marcellus Brown

San Francisco, CA

Phone: (415) 286-4434 ▪ email: charliebjr510.cb@gmail.com

PROFESSIONAL ATTRIBUTES

- Professional experience in various industries with a focus on providing exceptional customer service
- Enjoys taking on new responsibilities and takes pride in work
- Skilled at adapting to environments very quickly; motivated and enthusiastic
- Effective communicator and supervisor, team player, builds good relations

WORK EXPERIENCE

Janitor Volunteer HealthRIGHT 360 San Francisco, CA 2015 - Present

- Assisted with sweeping and mopping bathroom stalls and cleaning sinks, replenished toilet paper dispensers and hand soap dispensers, vacuum floors and carpets.

Warehouse Volunteer HealthRIGHT 360 San Francisco, CA 2013 - Present

- Assisted with loading and unloading donated items from trucks
- Received, counted and recorded stock; labeled and stored incoming goods
- Pulled food orders and stacked items on pallets for daily delivery to multiple sites
- Accompanied drivers to donation pick-ups throughout San Francisco

Security Guard Stowe Security Specialist Oakland, CA 2010 - 2011

- Performed hourly perimeter checks in a vehicle and on foot at a hospital construction site
- Maintained an up-to-date log to report activity and irregularities; reported regularly to supervisor
- Monitored the entrance and departure of employees and customers at busy nightclub; checked IDs
- Skilled in conflict de-escalation and resolution in a calm and assertive yet friendly manner

Stock Clerk Macy's Richmond, CA 2009 - 2010

- Maintained awareness of available stock in the backroom
- Filled and properly displayed merchandise on the department store sales floor
- Restocked shelves and display areas
- Displayed merchandise according to specific design and presentation standards
- Assisted store patrons find products and answered questions

Customer Service Lucky's Grocery Store El Cerrito, CA 1998 - 2002

- Bagged groceries and retrieved shopping carts from the parking lot
- Assisted disabled and blind people with their grocery shopping

EDUCATION

GED Mariposa County USD Mariposa, CA 03/1998