

Natasha Brown

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Objective: A position as Customer Service Representative where I can use my people and organization skills to benefit my employer and be of service to others.

Experience: McDonald's Inc. Scottsdale, AZ
2015-2015
Customer Service Representative/Janitor
Maintained a professional demeanor with all the guests
Trained new hires to clean dining area
Stocked and kept inventory of restaurant supplies
Prepared and served a variety of meals
Assisted guest with any issues or complaints with their meal

Portillos Scottsdale, AZ
2013-2014
Customer Service Representative
Received and welcome the guests with due attention; greeted them with a smile
Provided highest quality of service to the customers by making seating arrangements
Presented the guests with menus and explained any meal preparations
Assisted the customers by working out the queries and grievances
Coordinated with other staff to ensure the availability of best services for the guest
Maintained cleanliness and safety of restaurant
Trained new hires how to effectively provide excellent customer service
Assigned work stations to employees

Arizona Sportservice Scottsdale, AZ
2013-2013
Seasonal
Cook
Took customers' orders
Prepared quick and easy meals
Cleaned food cooking surfaces and equipment
Provided friendly and excellent customer service

Chapman Scottsdale Autoplex Scottsdale, AZ
2012-2012
Seasonal
Car Dealership Receptionist
Answered phones and transferred calls to the appropriate employees
Answered questions about the business
Ensured that all clients were greeted in a prompt and professional manner
Communicated at all times clearly and in a pleasant manner

Ajilon Staffing Agency Phoenix, AZ
2012-2012
Temporary
Receptionist
Answered a large volume of calls and transferred to correct employees
Processed residents monthly rent payments
Schedule resident's transportation to various locations for appointments
Handled and entered petty cash expenses of all residents transactions
Distributed parcel packages and mail to employees and residents

Scottsdale Unified School District Scottsdale, AZ
2011-2011
Transportation Assistant
Monitored and secured special needs students
Ensured the safe loading and unloading of students to and from destinations
Operated wheelchair lift and assisted with seatbelts and car seats
Monitored daily school bus activities to ensure proper student conduct at all times
Performed routine cleaning and bus maintenance activities

McDonald's Inc. San Francisco, CA
2008-2009
Customer Service Associate/Cashier
Processed customer orders

Trained new hires to operate cash register
Prepared meals and kept work area clean
Marketed company products

Ford Graphics Colorwise

San Francisco, CA
2002-2007

Receptionist/Customer Service Associate

Answered a large volume of calls and professionally transferred to staff
Opened new accounts and marketed company products
Entered large amounts of data into the computer database accurately by touch
Handled billing and credit card log sheet balancing and cash handling, bookkeeping
Assisted in Accounting Department with Accounts Receivable
Processed cash and credit card transactions daily
Handled shipping/receiving of parcels, including routing to proper recipients
Conducted inventory order and stocked supplies
Assisted in various departments as needed
Assisted in recruiting, interviewing and hiring of job applicants
Trained new hires for Receptionist/Customer Service position
Assisted HR Manager with company events: B-Day, Anniversaries parties
Knowledgeable of Microsoft Office, MS Excel, MS Outlook and Internet Explorer,

Education:

San Diego Community College
Core Education Courses

San Diego, CA
1997-1998

San Diego Job Corps
Certificate in Office Administration & Certified Bookkeeper

San Diego, CA
1992-1994

