

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. 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	Scottsdale, AZ 2015-2015
	Portillos 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	Scottsdale, AZ 2013-2014
	Arizona Sportservice Cook Took customers' orders Prepared quick and easy meals Cleaned food cooking surfaces and equipment Provided friendly and excellent customer service	Scottsdale, AZ 2013-2013 Seasonal
	Chapman Scottsdale Autoplex 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	Scottsdale, AZ 2012-2012 Seasonal
	Ajilon Staffing Agency 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	Phoenix, AZ 2012-2012 Temporary
	Scottsdale Unified School District 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	Scottsdale, AZ 2011-2011
	McDonald's Inc. Customer Service Associate/Cashier Processed customer orders	San Francisco, CA 2008-2009

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

Ford Graphics Colorwise San Francisco, CA
Receptionist/Customer Service Associate 2002-2007
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 San Diego, CA
Certificate in Office Administration & Certified Bookkeeper 1992-1994

