

DENISE WILSON

Mentoring, Case Management, Customer Service, Material Sorting

408-775-0262

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OBJECTIVE: Determined, Motivated, Confident individual seeking a position where my acquired experience and skills will be utilized towards continuous growth and success for the company and myself.

CORE SKILLS:

- 2+ years of experience Counseling, Mentoring , and Supporting individuals in their Substance Abuse Recovery
- Great Customer Service background. Focusing on ensuring the needs of the Customer are meet with satisfaction.
- True desire to work with people, Passion for assisting the positive growth of individuals seeking to better their conditions.

PROFESSIONAL EXPERIENCE:

Material Sorter

- Sorted through recycled items.
- Removed unwanted materials to prevent damage to valuable items.
- Sorted through various media to assess quality for resale.
- Separate media and repackage for resale.
- Self motivated and ability to work under little supervision.
- Perform daily inventory cycle counts to maintain inventory control.
- Complied with deadlines and consistently met productivity standards.

Programs Facilitator

- Orientation of students in class, including curriculum, expectations, length of class, and requirements.
- Assessment of individual participants to determine short term goals and desired outcomes form participation in the parenting class.

Deli Clerk

- Prepared all sandwich products in display case ready for customer selection.
- Operated Rotisserie machine and loaded and unloaded chicken for customer consumption.
- Made various Salads, i.e.: Potato Salad, Crab salad, Macaroni, Pesto.
- Followed through with orders and prepared sandwiches in accordance with customer demand.

Cashier

- Point of sale for deli
- Responsible for receiving customer money, and ensuring proper change was given
- Responsible for cash register, end of shift count, and tally.
- In charge of taking orders from customers, as well as up sale to include after sale items, like chips, and soda's.
- Point of contact for sales. Meet with individual customers in order to determine demand, need, and ability to provide quality service to ensure a satisfied customer experience.

WORK HISTORY:

Goodwill of Silicon Valley, Sorter	2016-Present
State of California, Programs Facilitator	2013-2014
Safeway, Deli Clerk	2008-2009

PROFESSIONAL REFERENCES

Carlos Leon, Goodwill of Silicon Valley, (408) 592-2286, carlosl@goodwillsv.org

Pablo Gaxiola , Placement Coordinator, Goodwill of Silicon Valley, (408) 595-9774, pablog@goodwillsv.org