

MR. Wallen Reynaldo Bailey JR.
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Work Experience:

VA Medical Center

4150 Clement Street
San Francisco, CA 94124 United States

01/2016 - 05/2016

Food Service Worker (This is a federal job)

Duties, Accomplishments and Related Skills:

Considerable knowledge of the methods and practices of food preparation and service

Some knowledge of hazards to health in food preparation and service and of necessary precautionary measures

Some knowledge of the care and uses of food service equipment and kitchen utensils

Ability to supervise employees in routine food service tasks in a manner conducive to full performance while maintaining morale

Ability to work long hours while standing.

Ability to establish and maintain effective working relationships with employees and patrons of the food service units

Supervisor: Dewitt Hawkins (415) 221-4810)

Gate Gourmet

645 West field road
San Francisco, CA 94128 United States

02/2015 - 11/2015

Expeditor/Gatekeeper

Duties, Accomplishments and Related Skills:

Information search and analysis, problem resolution skills

understanding others, team leadership, developing people

influencing and building relationships, motivating and inspiring, communicating effectively

delivering business results under pressure, championing performance improvement, customer focus

The above statements are intended to describe the general nature and level of work being performed by the individual assigned to this position.

Supervisor: Esmeralda ((650) 876-2075)

StitchFix

200 Spruce Ave

South San Francisco, CA 94080 United States

10/2014 - 12/2014

Warehouse Associate**Duties, Accomplishments and Related Skills:**

Responsibilities

Warehouse Associate Job Description

- Pull, pack and ship orders in an accurate manner
- Organize stocks and maintain inventories
- Deliver orders to customers real time
- Inspect goods for defects and damages
- Track inventory in appropriate system
- Organize space in the warehouse and perform cleaning duties
- Notify supervisors of problems that are not resolvable
- Resolve all other issues at the warehouse level
- Check spools on work orders
- Restock materials as and when required
- Process and package goods in a time efficient manner

Supervisor: Henry Tran (510-761-1102)

Fallas

2840 Delta Fair Blvd

Antioch, CA 94509 United States

Customer Service Representative**Duties, Accomplishments and Related Skills:****PRIMARY RESPONSIBILITIES**

Resolve customer complaints via phone, email, mail, or social media.

Use telephones to reach out to customers and verify account information.

Greet customers warmly and ascertain problem or reason for calling.

Assist with placement of orders, refunds, or exchanges.

Advise on company information.

Place or cancel orders.

Answer questions about warranties or terms of sale.

Act as the company gatekeeper.

Suggest solutions when a product malfunctions.

Handle product recalls.

Attempt to persuade customer to reconsider cancellation.

Inform customer of deals and promotions.

Utilize computer technology to handle high call volumes.

Work with customer service manager to ensure proper customer service is being delivered.

Close out or open call records.

Compile reports on overall customer satisfaction.

Read from scripts.

Handle changes in policies or renewals.

VA Medical Center
4150 Clement St
San Francisco, CA 94121 United States

06/2010 - 09/2010

Student Temporary Employment Program (This is a federal job)

Duties, Accomplishments and Related Skills:

Responsibilities

Greet customers, discuss type, quality and quantity of merchandise or services sought from purchase packages , Advise customers on use and care of merchandise

Prepare merchandise for delivering

Maintain inventory control

Operate computerized inventory record keeping and re-ordering systems

Supervisor: Daniel Bolton (415-221-4810)

Education:

Live Oak High School Antioch, CA United States

High School or equivalent 06/2010

GPA: 2.80 of a maximum 4.0

Credits Earned: 120 Semester hours

Major: General Studies

Relevant Coursework, Licenses and Certifications:

General High School Studies

Heald College Of San Francisco San Francisco, CA United States

Some College Coursework Completed

GPA: 2.0 of a maximum 4.0

Credits Earned: 12 Quarter hours

Major: Information Technology **Minor:** Basic Computer Science Certificate

References:

Name	Employer	Title	Phone	Email
James Bullock III (*)	VA Medical Center	Human Resources Specialist	415-221- 4810	james.bullock@va.gov
Jacinta Mixson (*)	Sacramento State University	Adminstrator	417-619- 6676	jacinta.mixson@yahoo.com

(*) Indicates professional reference

Additional Information:

*Demonstrated ability to organize merchandise efficiently • Ability to understand goods retrieval system
• Good customer orientation and able to deal effectively with complaints • Able to operate a pallet jack
and fork lift • Proven ability to stand for long hours • Physically dexterous to lift and move heavy
weights ,Outgoing, fun and charismatic personality ,Comfortable interacting with a variety of
personalities and group types ,Present and articulate, Proactive and a Team Player ,Responsible,
honest, and trustworthy.*