

TAMEKA MONROE

11735 South Glen Drive, Houston, TX 77099 H: 8328698010 ♦ C: 2814541804 ♦ Daniellegregory38@yahoo.com

PROFESSIONAL SUMMARY

Friendly Sales Associate adept at working in diverse retail and customer service environments. Driven to exceed sales goals and build long term relationships with customers. Delivers positive experiences through high-quality customer care.

SKILLS

- Creative problem solver
- Exceptional communication skills
- Quick learner
- Strong client relations
- Training development aptitude
- Proficient in cash management
- Cash flow management
- Strategic sales knowledge
- Credit card processing
- Mediation capability
- POS systems expert
- Medical terminology knowledge
- Merchandising familiarity
- Inventory management
- Time management skills
- Multi-tasking ability
- Friendly demeanor
- Adaptability
- Cleanliness
- Good telephone etiquette
- Customer-focused
- Adherence to high customer service standards
- Skilled trainer

WORK HISTORY

Cashier , 05/2015 to 07/2016

Wal-Mart – Houston, Tx

- Greeted customers entering the store to ascertain what each customer wanted or needed.
- Described product to customers and accurately explained details and care of merchandise.
- Earned management trust by serving as key holder, responsibly opening and closing store.
- Politely assisted customers in person and via telephone.
- Provided an elevated customer experience to generate a loyal clientele.
- Recommended, selected and helped locate and obtain out-of-stock product based on customer requests.
- Answered product questions with up-to-date knowledge of sales and store promotions.
- Effectively communicated with and supported sales, marketing and administrative teams on a daily basis.
- Bagged, boxed or gift-wrapped sold merchandise per customer's request.
- Assisted customers with food selection, inquiries and order customization requests.
- Developed reputation as an efficient service provider with high levels of accuracy.
- Investigated and resolved customer inquiries and complaints in a timely and empathetic manner.
- Ensured superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems on the spot.

- Provided ongoing guest service, including giving fashion advice.
- Maintained cleanliness and presentation of stock room and production floor.
- Directed calls to appropriate individuals and departments.
- Monitored cash drawers in multiple checkout stations to ensure adequate cash supply.
- Organized store merchandise racks by size, style and color to promote visually appealing environment.
- Routinely answered customer questions regarding merchandise and pricing.
- Asked open-ended questions to assess customer needs.
- Learned, referenced and applied product knowledge information.
- Replenished supplies, bags and other materials at each cash wrap.
- Received customer payments.
- Totaled bills and calculated taxes.
- Completed purchases using Point of Sale systems.
- Collected and stored coupons.

Caregivers, 03/2015 to 05/2015

Texas Home Health – Beaumont, Tx

- Maintained accurate records of patient care, condition, progress and concerns.
- Monitored vital signs, such as blood pressure and pulse.
- Responded appropriately to the physical, emotional and developmental needs of patients.
- Assisted patients with bathing, oral hygiene, grooming, feeding and elimination.
- Helped patients move in and out of beds, baths, wheelchairs and automobiles.
- Cooked appetizing and satisfying meals and snacks.
- Scheduled and accompanied clients to medical appointments.
- Maintained a clean, healthy and safe environment.
- Obtained household supplies and ran daily errands.
- Assisted with patient transfer and ambulation.
- Cared for clients with diagnoses such as respiratory failure, diabetes, Parkinson's disease, and muscular dystrophy.
- Reported any unusual circumstances in the patients' condition or environment.

Waitstaff , 01/2015 to 03/2015

Pelican Bay Assisted Living – Beaumont, Tx

- Consistently provided professional, friendly and engaging service.
- Skillfully promoted items on beverage lists and restaurant specials.
- Followed all safety and sanitation policies when handling food and beverage to uphold proper health standards.
- Displayed enthusiasm and knowledge about the restaurant's menu and products.
- Set dining tables according to type of event and service standards.
- Addressed diner complaints with kitchen staff and served replacement menu items promptly.
- Quickly recorded transactions in MICROS system to deliver prompt service.
- Routinely cleaned work areas, glassware and silverware throughout each shift.
- Immediately reported accidents, injuries or unsafe work conditions to manager.
- Developed and maintained positive working relationships with others to reach business goals.
- Demonstrated genuine hospitality while greeting and establishing rapport with guests.
- Provided friendly and attentive service.
- Inventoried and restocked items throughout day.
- Maintained table settings by removing courses, replacing utensils and refilling beverages promptly and courteously.
- Bussed, cleared, cleaned and set tables in a quiet and efficient manner.
- Restocked the salad bar and buffet, refilled condiments, organized pantry area and swept and mopped floors.

- Resolved guest complaints quickly and efficiently.
- Delivered quality service by providing a warm and welcoming environment.
- Assisted co-workers whenever possible.
- Carefully pulled out guest chairs, placed clean and current menus in front of guests and recorded accurate drink orders.
- Moved and arranged tables, chairs and place settings and organized seating for groups with special needs.
- Continually monitored dining rooms for seating availability, service, safety and well-being of guests.
- Effectively listened to, understood and clarified guest concerns and issues.
- Assisted with guest inquiries, take-out orders and restaurant cleanliness.
- Upheld highest standard for cleanliness of glass and silverware.
- Routinely removed trash and debris from restaurant.
- Washed and disinfected kitchen area, floors, tables, tools, knives and equipment.
- Sorted, soaked and washed flatware.
- Maintained clean and presentable tables with tableware, spotless glassware, silverware and linens.
- Folded napkins throughout the day to maintain an adequate supply.
- Maintained high standards of cleanliness and sanitation.
- Served beverages, breads and butter and replenished items as necessary.

EDUCATION

Diploma : Medical Assistant , 2007

Texas Careers - Beaumont, Tx

- 3.6 GPA