

# [Deja Holden]

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## Personal Summary

Over 3 years in full-time Customer service management who specializes in quality service, customer retention, productivity and team management. High-powered Customer Service Manager who effectively motivates associates through continual guidance, direction, development and coaching.

## Core Qualifications

- Results-oriented
- Client-focused
- Excel in leadership
- Quick learner
- File/records maintenance
- Training and development
- Cash handling
- Reliable and punctual
- Neat, clean and professional appearance
- Comfortable standing for long time periods
- Excel in customer service
- Waste management
- Math and language skills
- Engaging personality
- Proven leader
- Meticulous attention to detail
- Restaurant management
- Focused on customer satisfaction
- Management of remote employees

# Experience

**01/2013-Current    Cashier/ Shift Leader/ Assistant Manager**

## **Little Caesars- Adelanto Ca**

- Trains store staff by reviewing and revising orientation to products and sales training materials; delivering training sessions
- Reviewing staff financial management: planning and working to budgets
- Ensuring high standards of customer service are maintained
- Implementing, and instilling in their teams, company policies procedures, ethics, etc
- Handling customer complaints and queries; Maximizing profits and achieving sales targets set by head office,
- Controlling takings in the restaurant, administering payrolls, etc;
- People management: recruiting new staff, training and developing existing staff, motivating and encouraging staff to achieve targets,
- Coordinating staff scheduling job results Maintains a safe and clean store environment by developing and publishing evacuation routes; determining and documenting locations of potentially dangerous materials and chemicals.
- Maintains inventory by checking merchandise to determine inventory levels; anticipating customer demand.
- Prepares reports by collecting, analyzing, and summarizing information Maintains quality service by establishing and enforcing organization standards.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies.
- Contributes to team effort by accomplishing related results as needed.

- Prepares sales and customer relations reports by analyzing and categorizing sales information; identifying and investigating customer complaints and service suggestions.
- Receive payment by cash, check, credit cards, vouchers, or automatic debits.
- Issue receipts, refunds, credits, or change due to customers.
- Prepares food items and assembles ready foods for Greet customers entering establishments.
- Maintain clean and orderly checkout areas.
- Clean work area, utensils, dishes, and pots and pans Establish or identify prices of goods, services or admission, and tabulate bills using calculators, cash registers.
- Run and fill various foodservice machines Provided fast, well-organized and pleasant delivery of food.

### **03/2012 to 2013      Ward Clerk**

#### **Desert Knolls Convalescent Hospital- Victorville Ca**

- Greet and direct patients and visitors
- Answered a heavy volume of visitors and telephone calls
- Scheduled patients, filed, and performed general clerical duties
- Run every day jobs, direct visitors, and answer telephones
- Provide excellent service and care to patients, customers and staff
- Transcribe orders suitably Accumulate medical records, reports and letters
- Act as liaison between families and hospital staff
- Answer call lights, to resolve patients' needs Maintain a tidy and sanitized work environment.
- Updated daily logs for tracking file movements.
- Contacted staff and customers to retrieve files.

### **08/2014 to 2015      Warehouse Worker**

#### **Amazon Warehouse – San Bernardino Ca**

- Unloading cartons from an electronic conveyor belt.
- Verified quantities and items being shipped Received, stored and distributed goods Performed goods receipts and goods issues Cleaning work area

Stacking cardboard boxes and pallets Moving materials Wrapping, boxing and labeling Controlling quality.

## Education

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**English- Victor Valley College**

## Skills

- Scheduling
- Training
- Time Management
- Great organizational skills