

# Sabrina A. Carter

13325 Heacock st, Apt #41, Moreno Valley, CA 92553 (951)442-8103 [sabrinaacarter@gmail.com](mailto:sabrinaacarter@gmail.com)

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**Self-motivated Customer Service Professional** with an energetic, customer focus attitude. A natural leader and excellent team building talent. Hard working problem solver with experience in computer software. Innovated thinker, always coming up with new ideas to improve. Excellent communication and listening skills. Able to efficiently multitask in a face paced environment.

## Experience

### Team Member

Pizza Hut Moreno Valley, CA 12/13-11/14

- Took orders from customers
- Delivered orders to customers.
- Answered phones and entered orders in the terminal.

### Hostess / Cashier

Naims Lounge Moreno Valley, CA 11/12-3/15

- Greeted and acknowledged guests that entered the facility
- Seated guests by escorting them to an assigned table
- Presented menus, answered questions, offered information about menu items and additional services while addressing guest requests or complaints

### Customer Service Training

Youth Opportunity Center Moreno Valley, CA 02/12-03/12

- Learned the importance of satisfying customers.
- Developed an understanding of how to deal with unsatisfied customers, understood the importance of product knowledge, and focused on developing a positive, friendly attitude.
- Developed the skills to analyze a situation, as well as chose the right words and actions.

### Library Volunteer

Public Library Moreno Valley, CA 06/11-07/11

- Re-sensitized books by sliding the barcode under a magnetic system.
- Stocked library materials in alphabetical order by author's last name.
- Assisted with the reading program by registering children into the course and providing them with supplies.
- Directed customers that needed to be assisted with locating a book

## Abilities

- Computer/Technical Literacy: Microsoft Word and Microsoft Excel software
- Creative thinking; Coming up with innovative ideas
- Writing skills; Proficiency in making research papers and reports
- Fast learner; Good memory and focused listening skills
- Self-motivated; Works independently with minimal supervision

## Education

### Riverside City College

Riverside, CA

- Graduated June 2016 and obtained the Associates of Psychology degree