

Antonette Brown

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Career Focus

I have worked in the Customer Service field for the last 10 Years. I have been a cashier, stocked shelves, been a hostess and server. I have also been an Shift Manager. I am very friendly, outgoing, customer orientated, loyal and a quick learner. I have frequent repeat customers who often ask for me by name. I am a hard worker an very reliable. With these qualities I know that I would be a great addition to your team, if allowed the opportunity.

Areas of Expertise

Energetic work attitude
Courteous demeanor
Customer service expert

- Strong organizational skills
- Sharp problem solver
- Large cash/check deposits expert

Accomplishments

Customer Interface

- Greeted customers upon entrance and handled all cash and credit transactions.
- Assisted customers over the phone regarding store operations, product, promotions, orders, complaints.

Multi-tasking

- Managed multiple crew members
- Cashiered with two cash registers at once in tandem to maximize customer flow.
- Worked with company systems such balancing end of night sales and inventory, diligently completed all assigned tasks, working overtime as needed.

Energetic work attitude:

I have a high passion for working with customers an making sure they always leave with a smile.

Courteous demeanor:

Will always do my best to make sure my guest have the best experience that I can offer.

Work Experience

Anglers Beach Side Grill

Head hostess

September 2007 to February 2009

Ft Walton Bch, FL

Inventory, cashier, server cash outs an bank deposits. Cross-trained and provided back-up for other customer service representatives when needed. Worked as a team member performing cashier duties, product assistance and cleaning. Took to-go orders an received and redirected all phones calls. And anything else I was asked to do.

Round Table Pizza

Shift manager

September 2009 to June 2013

Sacramento, CA

Opened an closed store often. Accurately logged all daily shipping and receiving orders. Performed store opening duties, including counting cash drawers and checking all equipment for proper functioning. Worked under strict deadlines and responded to service requests and emergency call-outs. Stocked and rotated inventory regularly. Compiled weekly mandatory reports and records for store manager. Guaranteed positive customer experiences and resolved all customer complaints.

Olive Garden
server/to-go specialist
Sacramento, CA

March 2014 to March 2015

Worked as a team member performing cashier duties and cleaning. Maintained up-to-date knowledge of store policies regarding payments, returns, exchanges and new specials. Ensured guest satisfaction with multiple tables and maintained a professional attitude in high pressure situations. I have tasted many and been educated on wine pairing as well. Responsible for ringing up customers in a timely manner and guaranteeing high level of customer service.

Education and Training

Fort Walton Beach high
High School Diploma: general
Ft Walton Bch, FL, USA

2007

Continuing education in Management starting in Fall.