

DEONTE LEWIS

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Skills

- Customer Service Savvy
- Strong Work Ethics
- Great Communication
- Problem Solving Capabilities
- Flexible
- Team Player
- Worker Well Under Pressure
- Learn from Criticism
- Time Management
- Cheerful Outlook-Positive Attitude

Summary

CUSTOMER SERVICE REPRESENTATIVE

Experience

Merchandiser

Sears Carson

09/2014 to 07/2016

CA

- Compare merchandise invoices to items actually received to ensure that shipments are correct Itemize and total customer merchandise selection at checkout counter using cash register Take inventory or examine merchandise to identify items to be reordered or replenished Design and set up advertising signs and displays of merchandise on shelves to promote sales Receive, open, unpack and issue sales floor merchandise Answer customers' questions about merchandise and advise customers their selection Requisition merchandise from supplier based on available space and merchandise on hand.

Food Prep/Dishwasher

Carvery Kitchen

05/2013 to 11/2013

Santa Monica, CA

- Prepare a variety of foods according to customers orders or supervisors instructions, following approved procedures. Inform supervisors when supplies are getting low or equipment is not working properly. Weigh or measure ingredients. Inform supervisors when supplies are getting low or equipment is not working properly. And Clean work areas, equipment, utensils, dishes, and silverware.

Security

Walmart

11/2012 to 01/2013

Norwalk, CA

- Investigate known or suspected internal theft, external theft, or vendor fraud Identify and report safety concerns to maintain a safe shopping and working environment Maintain documentation or reports on security-related incidents or investigations Collaborate with law enforcement agencies to report or investigate crimes Recommend methods to reduce potential financial fraud losses.

Education

High School Diploma

California Technical University High School

2007

Los Angeles, CA

99%

C 1) After washing your hands, which item should be used to dry them?

- a) Clean apron
- b) Sanitized wiping cloth
- c) Single use paper towel
- d) Common used cloth

C 2) While washing dishes by hand, which item should you wear?

- a) Cutting glove
- b) Oven Mitt
- c) Rubber glove
- d) Nothing

D 3) When should you wash your hands?

- a) Before you start work
- b) After handling non-food items (garbage, money, cleaning chemicals)
- c) After using the restroom
- d) All of the above

B 4) If you need to move a heavy load, you should PULL and not PUSH the object.

- a) True
- b) False

E 5) Which of the following could you be at risk for getting burned from?

- a) Steam from boiling pots
- b) Hot liquids (coffee, soup, tea)
- c) Hot equipment (ovens, pots, chaffing dishes)
- d) Harsh chemicals
- e) All of the above

A 6) All work-related injuries, accidents or illnesses should be reported immediately to the supervisor on duty.

- a) True
- b) False

C 7) What should you do if you spill liquids or see a liquid spill?

- a) Leave it for someone else to clean-up
- b) Wait until the end of your shift to clean it
- c) Flag the spill and clean it immediately
- d) Not sure

C 8) When handling hot items you should?

- a) Wear rubber gloves
- b) No need to wear anything
- c) Use an oven mitt or cloth towel
- d) Nothing

A 9) If you are using a three-compartment sink for cleaning and sanitizing, the second sink is used for?

- a) Rinsing
- b) Scraping
- c) Washing
- d) Sanitizing

B 10) What is the proper method for cleaning and sanitizing stationary equipment?

- a) Spray with a strong cleaning solution and wipe with a sanitized cloth
- b) Spray with a sanitizing solution, then rinse with clean water and dry
- c) Wash and rinse, then wipe or spray with a chemical-sanitizing solution
- d) Brush off loose soil with a clean cloth, then wipe with a sanitizing solution