

# **Dellena Armstrong**

**Hard working, dedicated, determined.**

Sacramento, CA

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I am a quick learner accustomed to working in fast paced environments with strict deadlines and able to articulate through difficult situations to ensure the greatest customer satisfaction and experience. Excellent communication skills with the ability to work well with others or independently. Assertive, self-motivated, goal-oriented, organized and efficient. Honest, friendly, outstanding communication skills.  
Authorized to work in the US for any employer

## WORK EXPERIENCE

### **Call Center Representative**

Capital Staffing Solutions, Inc. - Folsom, CA - May 2016 to July 2016

Call and set appointments for blood donors. Able to multi-task computer and phone systems, answer donor questions, and navigate screens in a timely precise manner.

### **Volunteer Learner**

Plates Café and Catering - Sacramento, CA - October 2015 to May 2016

Provides high quality customer service as a leader in Catering.

Trained in immediate food service, preparation and organization of food, sterilization and proper usage of utensils, etc. Handled orders accurately. Handles all morning prep duties. Responsible for quality assurance; cleanliness of restaurant, moving of stock and setting of tables. Communicates with team members on special customer needs and takes initiative to maintain efficient and high quality service to ensure the best possible dining experience for all guests.

### **Respite Worker**

UCP of Northern Sacramento - Sacramento, CA - October 2011 to March 2013

Cared for individuals and families during periods of incapacitation, family disruption and convalescence, providing companionship, personal care and help in adjusting to new lifestyles.

Performed housekeeping duties, such as cooking, cleaning, washing clothes and dishes, and running Errands. Administered bedside and personal care, such as ambulation and personal hygiene assistance. Planned, shopped for, and prepared meals, including special diets, and assisted families in planning, Shopping for, and preparing nutritious meals.

### **Crew Member**

Jack in the Box - Orangevale, CA - November 2003 to January 2004

Requested customer orders and depressed keys of multi-counting machine to simultaneously record order and compute bill. Selected requested food items from serving and storage areas and assembled items on serving tray or in takeout bag. Received payments and made change. Maintained an orderly eating and serving area.

### **Child Care Worker**

The Kings Kids - Yuba City, CA - October 1999 to September 2003

Child Care Provider