

# Kenneth Cordova

CELL 408.329.8157 • EMAIL cordovakenneth99@yahoo.com

**Seeking:** A position where I can utilize nine years of experience in a fast-paced warehouse environment and my attention to detail to help a company grow

## Skills & Attributes

- Willing to work weekends, overtime & holidays
- Skilled customer service provider
- Clear Communicator
- Trustworthy
- Team Player
- Quick Learner

## Demonstrated Success

- Produced and mailed 200 invoices daily using Viaduct Software
- Packed and shipped up to \$100,000 worth of merchandise daily without any accidents or damage to products
- Trained 6 new crew members on all aspects of warehouse procedure
- Selected as one of four crewmembers entrusted to handle Xilinx computer chips appraised at \$20,000 each. Handling these pieces required additional training because the chips were easily damaged by static electricity
- Packaged and shipped up to \$300,000 worth of merchandise each day
- Experienced in all aspects of warehouse management including: invoice processing, quality control, pulling orders, stock/inventory, issuing returns, Fed Ex/UPS Shipping programs, and complex problem solving
- Assisted a housing contractor in an eighteen-month remodel of an entire home: installed electrical wiring throughout a home, raised the kitchen roof, installed a sprinkler system, and built a two-story add-on
- Participated in city beautification projects: collected and removed over 120 cigarette butts per shift

## Employment Highlights

2 Years | Downtown Streets Team, Sunnyvale, CA  
*Team Member*

5 Years | Independent Contractor, Sunnyvale, CA  
*Construction/Remodeling/Landscaping*

3 Years | NuHorizon, Milpitas, CA  
*Shipping /Invoicing Clerk*

6 Years | Capsco Materials Management, Sunnyvale, CA  
*Shipping/Invoicing Clerk*

## Education

*General Education Diploma* | Adult Education Center, Milpitas, CA



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408-329-8157

Dear Sir or Madam,

My name is Kenneth Cordova. I am very interested in a full-time position with your company and I believe I have the skill set to match your needs. I am a motivated individual who is passionate about customer service and working as a part of a team. I am dependable when following instructions from multiple managers, a hard worker, and always prepared. I am reliable and efficient, and willing to go the extra mile when meeting management's needs. I seek to be an integral member of a hard-working and passionate team.

I have attached my resume so that you can see my various work history related to stocking, warehouse, and operations support in fast-paced environments. My time at Capsco Materials Management has prepared me to work with people of all backgrounds and multi-task.

If you are looking for an energetic and hard-working individual, who will show up on-time, then I would love the opportunity to meet with you in person to discuss my qualifications in more detail. My contact information is listed above, so please let me know when would be most convenient for you.

Thank you in advance for your consideration.

Sincerely,



Kenneth Cordova



**Cashier Test**

**Score** / 15

B  
1) A roll of quarters is worth?  
 a) \$5.00  
 b) \$10.00  
 c) \$15.00  
 d) \$20.00

B  
2) A roll of dimes is worth?  
 a) \$5.00  
 b) \$4.00  
 c) \$3.00  
 d) \$2.00

A  
3) A roll of nickels is worth?  
 a) \$8.00  
 b) \$6.00  
 c) \$4.00  
 d) \$2.00

A  
4) A roll of pennies is worth?  
 a) \$1.00  
 b) \$0.75  
 c) \$0.50  
 d) \$0.25

C  
5) What does POS stand for?  
 a) Patience over standards  
 b) Percentage of sales  
 c) Point of sales  
 d) People over service

8.75  
6) What is the current sales tax rate in your city 8.29?

C  
7) A customer buys a bowl of soup for \$1.25, an apple \$0.90 and a soda is \$0.79. If you are given \$10.00 how much change should you give back?

a) \$4.06  
 b) \$2.06  
 c) \$7.06  
 d) \$5.06

b  
8) A customer buys two shirts for 10.50 each and two ball caps for \$7.25 each. If you are given \$50.00 how much change should you give back?

a) \$19.50  
 b) \$14.50  
 c) \$9.50  
 d) \$4.50

D  
9) A customer buys soda for \$3.75 and a hot dog for \$4.25. If you are given \$20.00 how much change should you give back?

a) \$6.00  
 b) \$8.00  
 c) \$10.00  
 d) \$12.00

A  
10) A customer buys two hamburgers at \$3.75 each, two bags of chips at \$1.25 each, two cookies at \$2.50 each and two sodas at \$3.25 each. If you are given \$100.00 how much change should you give back?

a) \$78.50  
 b) \$58.50  
 c) \$38.50  
 d) \$28.50

9/15 = 60%

**Cashier Test**

**Score** / 15

A

11) Counterfeit pens should be used on which three denominations?

- a) \$20, \$50, \$100
- b) \$10, \$20, \$50
- c) \$5, \$50, \$100
- d) \$10, \$20, \$50

A

12) How many times should you count change when giving it to the customer?

- a) one
- b) two
- c) three
- d) no need to count

**Question & Answer:**

13) What is the minimum age for legal alcohol purchases?

21

14) What are the acceptable forms of ID for alcohol purchases?

California state ID

15) How many \$20 bills are in a bank band?

500 100 bills or \$2,000

**Dishwasher Test**

**Score / 10**

b 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

$$8/10 = 80\%$$

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

c 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 dry cloth towel
- d) Nothing

C 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



**Servers Test**

**Multiple Choice**

1) Food is served on what side with what hand?

- a) On the left side with the left hand
- b) On the left side with the right hand
- c) On the right side with the left hand
- d) On the right side with the right hand

2) Drinks are served on what side with what hand?

- a) On the left side with the left hand
- b) On the left side with the right hand
- c) On the right side with the left hand
- d) On the right side with the right hand

3) Food and drinks are removed on what side with what hand?

- a) On the left side with the left hand
- b) On the left side with the right hand
- c) On the right side with the left hand
- d) On the right side with the right hand

4) What part of a glass should you handle at all times?

- a) The stem
- b) The widest part of the glass
- c) The top

5) When you are setting a dining room how should you set up your tablecloths?

- a) Neatly and evenly across the tables
- b) The creases should all be going in the same directions
- c) The chairs should be centered and gently touching the table cloth
- d) All of the above

6) If you bring the wrong entrée to a guest what should you do?

- a) Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn
- b) Inform the guests that you will bring the correct entrée once everyone else in the dinning room is served
- c) Try to convince the guests to eat what you brought them
- d) Go back into the kitchen to the front of the line and inform the expeditor that you need a different entrée

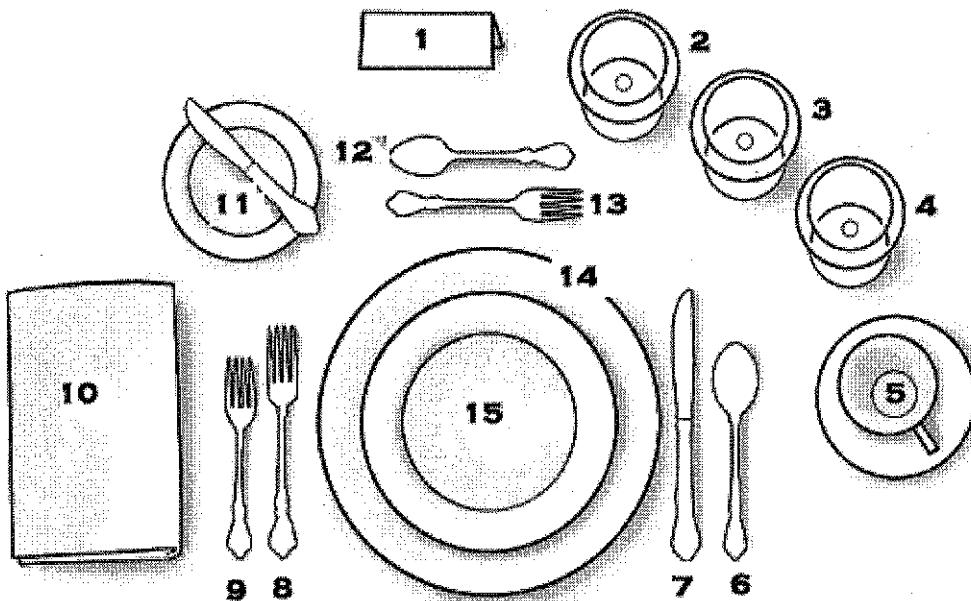
**Match the Correct Vocabulary**

- D A Scullery
- E B Queen Mary
- A C Chaffing Dish
- B G French Passing
- G D Russian Service
- F E Corkscrew
- C E Tray Jack

- A. Metal buffet device used to keep food warm by heating it over warmed water
- B. Style of service where food is prepared or served individually at the dinner table to fit the customer's specific taste (i.e. providing dressing and pepper for salad or handing out bread to each patron)
- C. Used to hold a large tray on the dining floor
- D. Area for dirty dishware and glasses
- E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored
- F. Used to open bottles of wine
- G. Style of dining in which the courses come out one at a time

**Servers Test**

Score / 35



**Match the Number to the Correct Vocabulary**

10	Napkin	8	Dinner Fork
11	Bread Plate and Knife	6	Tea or Coffee Cup and Saucer
1	Name Place Card	5	Dinner Knife
12	Teaspoon	7	Wine Glass (Red)
13	Dessert Fork	3	Salad Fork
6	Soup Spoon	14	Service Plate
15	Salad Plate	4	Wine Glass (White)
4	Water Glass		

**Fill in the Blank**

1. The utensils are placed 3 1 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Milk, sugar, multiple people
3. Synchronized service is when: Multiple tables are served by multiple people
4. What is generally indicated on the name placard other than the name? Customer name, meal choice
5. The Protein on a plate is typically served at what hour on the clock? All hours, 6
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Show on the menu these items, let the chef know