

**CREASHERA J. RUSSELL**

**DALLAS, TEXAS 75211**

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**OBJECTIVES:**

- \*Customer Service Rep \*Dishwasher/Food Prep \* Production Worker
- \*Cashier \*Building Operations/Custodial
- \*Utility \*Service Valet

**SUMMARY OF QUALIFICATIONS:**

- Dependable, hardworking and a fast learner.
- Work well as a team member and independently.
- Excellent customer service skills.

**CLERICAL SKILLS**

- Skilled and competent in many clerical procedures, including:
- \* Typing \* Answering multi-line phones \* Cash Handling \* Copier \* Fax
  - \* Filing \* Distributing Mail \* Computer Skills \* Record Keeping

**CUSTOMER SERVICE**

- Able to direct phone calls and welcome in-person guests with courtesy.
- Able to answer phones and direct calls.
- Greeted and seated customers.
- Operated an electronic cash register and performed transactions.
- Able to take orders accurately and process them.
- Able to maintain a good rapport with customers and co-workers.
- Able to acknowledge customers' presence and making eye contact.
- Able to maintain public relations by demonstrating the ability to listen effectively to customers.
- Able to assist and direct customers to requested product and /or service.
- Able to handle cash, credit card and check processing.

**DISHWASHER FOOD/PREP**

- Received soiled dinnerware, flatware and glassware, placing items according to size and similarity on automatic dishwashing conveyor belt.
- Cleaned and sanitized all cooking utensils, flatware, china, stemware and workstation.
- Operated dish washing machines.
- Remove washed dinnerware, flatware and glassware from automatic dishwasher and stack them according to size and similarity.
- Returned items not satisfactorily cleaned for a second wash.
- Maintained dishwashing equipment by following manufacturers operating instructions.
- Swept and mopped the kitchen floor, stockrooms and walk-in refrigerator daily.
- Transported all trash and food debris to the compactor.
- Locked and secured food and equipment.
- Cleaned all equipment in preparation for the next day.

- Followed instructions on safe use of all chemicals/cleaning materials.
- Picked up trash in kitchen and loading dock area.
- Cleaned floor mats.

#### **BUILDING OPERATIONS CUSTODIAL**

- Responsible for the cleanliness and maintenance of restroom facilities, break and conference rooms, offices, hallways, outside premises, fixtures, window and glass doors, furniture upholstery, and other applicable areas.
- Vacuum, sweeps, shampoo, and mops floors and carpets.
- Maintains entry and exit walkways including elevator areas.
- Dusts and polishes furniture, fixtures, and areas of appliance usage.
- Transports products and requested materials to designated locations.
- Responsible for company vehicle usage to and from designated work areas.
- Responsible for the set up and break downs of furniture for events.
- Responsible for handling and safe care of chemicals and equipment.
- Provides exceptional customer service to employees and guests.
- Sanitize and maintains dining, storage, and high populated areas.
- Transports waste to designated disposal areas.

#### **WAREHOUSE**

- Loading and unloading of goods, placing accurately in warehouse.
- Assembled and packed merchandise.
- Prepared, wrapped, weighed, items for shipping according to packing slips.
- Tagged and sorted merchandise.
- Read orders to ascertain catalog numbers, sizes, color, and quantity of merchandise.
- Placed merchandise on conveyor belt.
- Obtained merchandise from bins.

#### **CASHIER/UTILITY**

- Handle, dispense, count, and receive cash.
- Operate an electronic cash register and credit card machine to perform transactions.
- Knowledge of voiding transactions.
- Clean and sanitize tables and chairs.
- Clean windows/doors, floors, mats, and outside premises.
- Handle and dispose of waste in appropriate areas.
- Knowledge of the mixing and handling of chemicals.

#### **SERVICE VALET**

- Collect waste and recycling door to door to disposal site.
- Inspect/maintain trash compactors, halls, stairs, and floors.
- Document/report daily property and resident non-compliances arrival/departures

**Work History**

<b>04/2016-Current</b>	Service Valet, Valet Waste,	Dallas, TX
<b>02/2015-03/2016</b>	Custodian Oak Cliff Bible Fellowship,	Dallas, TX
<b>05/2014-11/2014</b>	Cashier/Utility Dallas Zoo,	Dallas, TX
<b>11/2013-03/2014</b>	Dishwasher IHOP,	Dallas, TX
<b>02/2013-04/2013</b>	Dishwasher/Food Prep Labor Ready,	Dallas, TX
<b>12/2011-02/2013</b>	Industrial Housekeeper Dallas Lighthouse,	Dallas, TX

**EDUCATION**

• High School Diploma	(Lincoln High School)	Dallas, TX
• Associate's Degree	(University of Phoenix)	Dallas, TX

**References available upon request**