

# DAIZAH POUNDS

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To Whom it May Concern,

As a college student athlete who is very familiar with fast-paced environments, I was excited to see your ad. I feel confident that my extensive experience, positive attitude, and dedication to customer service make me the perfect fit for the concession position for your company.

I have 1 year of retail experience, and pride myself on being friendly, helpful and professional in any situation I encounter. I strive to offer top-notch customer service to every customer I interact with.

In previous roles, my biggest success has been satisfying customers, and building relationships. I'm extremely driven with skills in cash management, food preparation, inventory management, and collaboration. As a natural leader and dedicated team player, I consistently perform above expectations.

I believe that my skills and experience, high level of motivation, and positive attitude will serve me well in this position. I have attached my resume for your review, and look forward to hearing back from you soon.

Sincerely,

Daizah Pounds

# DAIZAH POUNDS

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## Professional Summary

Organized and enthusiastic with expertise in accurately processing payments and maintaining high levels of customer satisfaction in all environments. Proficient at operating cash registers, food preparation, stocking goods, moving help, marketing, and putting the customer first. Looking to utilize many months of excellent customer service experience in fast-paced environments.

## Skills

- Payment processing
- Great communication skills
- Adaptability
- Reliable
- Multi-tasking ability
- Inventory management
- Friendly demeanor
- Accurate money handling

## Work History

### Independent Contractor

05/2016 to Current

#### BlueCrew – San Francisco, CA

- Was employed to many of the below listed companies through this agency

### Cashier, Food Prep

#### AT&T Park – San Francisco

- Received customer payments.
- Greeted customers promptly.
- Assisted customers in selecting items based on needs.
- Processed customer returns.
- Completed purchases using Point of Sale systems.

### Cashier, Food Prep

06/2016 to Current

#### Levi's Stadium – Santa Clara

- Greeted customers promptly.
- Received customer payments.
- Assisted customers in selecting items based on needs.
- Processed customer returns.
- Completed purchases using Point of Sale systems.
- Trained new cashiers on procedures, customer service and sales techniques.

### Allstate Insurance Brand Ambassador

06/2016 to 06/2016

#### Assist Marketing – San Jose

- Assisted customers with registering for insurance plans
- Persuaded guests to sign up during an insurance promotion

### Brand Ambassador

#### MLS(Major League Soccer)

- Greeted customers promptly.
- Monitored areas for security issues and safety hazards.
- Registered guests for the concert & events via handheld device

### **Banquet Server**

#### **San Francisco Zoo – San Francisco**

- Helped serve food to guests
- Made sure there was an abundance of food at all times
- Set up & broke down several chairs and tables

### **Stock Associate**

#### **Pharmaca Integrative – Menlo Park**

- Stocked & restocked shelves
- Organized items on shelves by barcode
- Kept the workplace clean

### **Mover**

#### **Corovan**

- Disassembled chairs, desks & tables
- Moved equipment from classroom to classroom
- Set up classrooms from scratch

## **Education**

N/A: Business Management

Current

**University of Antelope Valley** - Lancaster

N/A: General Education

**Contra Costa College** - San Pablo

I took my general education courses here.

**High School Diploma:**

**Deer Valley High School** - Antioch, CA

## **Athletic Accomplishments**

- On Scholarship for a college women's basketball team
- Great leadership abilities
- Trained and mentored several players.
- 3-time league champion
- Academic All-State
- First-Team All League
- Former coach of youth basketball team