

interview - 10pm on Thursday, 3/23

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CL

LINDA H. STRATHER

805 E. GRUBB DR

MESQUITE, TEXAS 75149

214/563-2736

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#### OBJECTIVES:

\*Customer Service

\* Receptionist

\*Administrative Assistant

#### QUALIFICATIONS

- Over ten years experience in the retail and food service industry.
- Professional attitude toward customer satisfaction, resulting in an excellent reputation with customers.
- Competent at managing responsibilities in a high volume atmosphere.
- Personable and flexible; work extremely well with co-workers.
- Ability to balance books and handle finances in a responsible manner.
- Purchasing and ordering experience.

#### CLERICAL SKILLS

Skilled and competent in many clerical procedures, including:

- \* Typing \* Answering multi-line phones \* Cash Handling \*Inventory Control
- \* Filing \* Distributing Mail \* Computer Skills \*Ten key \* Bank Deposits
- \* Recording Keeping \* Data Entry \*Daily opening/closing of office \*AP/AR

#### CUSTOMER SERVICE REPRESENTATIVE

- Able to answered telephones to provide customers with account assistance.
- Able to interview applicants and processed customer orders.
- Able to use computer for data input and retrieval.
- Able to greet customers in a friendly manner, and giving them full attention.
- Able take time to answer a question or find someone else who can.

#### RECEPTIONIST

- Able to make a good first impression.
- Able to provide information via telephone.
- Able to route and screen calls.
- Able to greet visitors and respond to inquiries from the public and provide information about the organization.
- Able to coordinate all mail into and out of the office.
- Able to contribute to the security of an organization by helping to monitor the access of visitors.

#### SALES/MANAGEMENT

- Successfully handled busy phones daily, service customers while meeting shipping and delivery deadlines.
- Maintained acceptable profit margins through superior customer service.
- Monitored inventory, requested and evaluated price quotes, prepared and placed orders.
- Oversaw receiving procedures and maintained quality control of products.
- Accurately made change and completed credit card transactions.
- Operated electronic cash register and processed end of evening accounts.
- Hired, trained, and supervised staff.
- Prepared weekly work schedules for up to 30 employees.
- Managed kitchen and support staff of 10-20.
- Balanced receipts, inspected the premises for cleanliness and security, and lock up.
- Correctly prepared bills, calculated tax, and tracked tips.
- Performed end of business day inventory, and made weekly supply orders to ensure adequate stock.
- Followed and promoted corporate guidelines in all operations.
- Implemented company policies and procedures that maintained their national reputation.
- Worked closely with middle management to resolve problems.

#### WORK HISTORY

12/2006-present

05/2009-06/2011

01/2006-01/2007

12/2004-02/2006

10/2002-06/2005

11/2002-12/2004

06/1988-10/2002

Catering/Butler

Receptionist

Assistant Branch Manager

Cashier

Cafeteria Manager

Executive Assistant

Executive Catering Supervisor

Wolfgang Puck, Dallas, TX

Summitt, Richardson, TX

First Convenience Bank, Carrollton, TX

Eurest Dining Service, Garland, TX

Plano ISD, Plano, TX

Act Too Food Service, Dallas, TX

Sodexho/Marriott, Dallas, TX

REFERENCES AVAILABLE UPON REQUEST

## **LINDA H. STRATHER**

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### ***Objective***

I am looking for a challenging position in a company that provides opportunities for growth. I am an outgoing and ambitious person who is looking for a career not just a job.

### ***Work Experience***

- GLC Business Service Inc. *- Fine dining & catering* 03/2013 -08/2016  
Hospitality Team Leader  
Food Ordering, Employee  
Scheduling, Set up Buffets
  
- Wolfgang Puck Catering Dallas, TX 06/2010-03/2013  
Catering Butler
  
- Sodexo Plano, DFW, Richardson
  
- Coffee Shop Cashier- JCP Home Office 03/2008-06/2010  
Supervisor-Admirals Club 10/2002-03/2008  
Nortel Network-Executive Catering Supervisor 08/1988-10/2002
  
- Guckenheimer Richardson, TX 01/2007-03/2008  
Catering, Cashier, Assist with catering, Salad Bar
  
- First Convenience Bank Carrollton, TX 01/2006-01/2007  
Assistant Bank Manager-Manage a team of 5 employees,  
Scheduling, employee audits, cash drawer balance, maintain  
Money Orders and Western Union Reports
  
- Act Too Food Service Dallas, TX 08/2004-01/2006  
Executive Assistant-Catering Orders Billing, Reception,  
Assist with Catering Orders, Type menus, signage,  
Food and equipment inventory
  
- Plano Independent School District Plano, TX 10/2002-06/2004  
Cafeteria Manager-Manage a team of 3 employees,  
Grocery and Supply Ordering, Production Records,  
In-Service and Schedules