

MARQUIA E BROWN

CYPRESS, TX 77433
(346) 212-1637
marquiaebrown@yahoo.com

Career Objectives

Seeking a position as a Customer Service Representative.

Summary of Qualifications

7 years experience as a Cashier, 3 years Customer Service Representative, 7 months Front Desk Clerk and 6 Months Provider.

Work History

The Results Company, CORPUS CHRISTI, Texas Customer Service Agent

Oct 01, 2012 - Jun 12, 2014

Answered phones and responded to customer requests.
Placed customer orders in computer system.
Provided customers with product and service information.
Identified, researched, and resolved customer issues.
Activated customer radio system in a timely manner.

Rising Star Home Care Service Inc., Corpus Christi, Texas Provider

Nov 18, 2011 - Mar 05, 2012

Provided patient with assistance in personal hygiene and daily living activities.
Groomed, washed, fed, and dressed patients on a daily basis.
Ensured patients received medication according to doctors' orders.
Made meals for patient by following guidelines provided.
Accompanied patient on recreational activities and medical appointments.
Monitored conditions, answered patient calls and updated charts.
Kept patients' rooms clean and organized to prevent injuries.

Holiday Inn Express, Kingsville, Texas Front Desk Clerk

Mar 11, 2011 - Sep 12, 2011

Greeted, registered, made/confirmed reservations and assigned rooms to guests.
Answered inquiries pertaining to hotel services.
Kept records of room availability and guests' accounts
Performed bookkeeping, collected payments and posted charges
Reviewed accounts and charges with guests during the check-out process.
Answered the phones, transferred to guest or took messages.
Maintained a clean and neat work station.

Merchants Choice, Houston, Texas Bankcard Consultant

May 11, 2009 - Jan 06, 2010

Created and delivered an ultimate customer experience in an out bound call center.
Called potential customer to sell products/merchandise.
Answered questions and inquiries, negotiated payment terms on accounts.
Documented contact with customers.

Jiffy Lube, Houston, Texas Customer Service Advisor

Feb 01, 2009 - Apr 09, 2009

Greeted, assisted and directed customers with concerns and questions
Interacted with customers at all stages of service to ensure accuracy and customer satisfaction.
Educated customers on the importance of preventative maintenance and provided detailed explanations about services required/received.
Took payment in exchange of products
Processed checks and credit card payments

Walmart Supercenter, Houston, Texas

Cashier**Jun 01, 2007 - Feb 15, 2009**

Greeted and assisted customers with concerns and questions
Took payment in exchange of products
Processed checks and credit card payments
Packed customer purchases in bags.
Disposed of trash daily.

Whataburger, Houston, Texas**Cashier****Nov 05, 2006 - Feb 03, 2007**

Greeted customers as they approach the food service counter
Took and punched orders in the computer database
Informed customers of regular deals
Operated cash register and took payments
Processed credit card payments
Relayed customers orders to the kitchen and helped prepare the order
Packed customers orders and hand them to the customer
Cleaned counters and work areas
Stocked work areas with ketchup, sauces, napkins and paper plates

Lil Ceasar's, Katy, Texas**Cashier****Jun 02, 2005 - Oct 21, 2006**

Greeted, recorded customer order and issued receipts.
Transferred orders to the kitchen.
Monitored orders and package food.
Kept the counter and dining area neat and clean.
Swept and mopped the floor regularly.
Restocked supplies in the dining area

Anna's Classic Cuts, Jersey Village, Texas**Receptionist/Cashier****Jan 01, 2002 - May 01, 2005**

Greeted and assisted customers.
Answered multi-linephones and directed customers to proper destination.
Expedited lines and directed flow of customers.
Ensured that each customer received outstanding customer service.
Operated, balanced and reconciled cash register.
Processed checks and credit card payments.
Kept records of equipment and appointment dates.

Education**Calvin Nelms Charter School, Katy, Texas****High School Diploma/GED****Computer Skills****Typing Speed: 35 Words Per Minute**

- Database Software (Oracle, Access, etc)
- Data Entry Terminal (PDT, Mainframe Terminal, etc)
- EMail Software (Outlook, Thunderbird, etc)
- Internet Browser (Internet Explorer, Firefox, etc)
- Networking or Lan Software (Cisco, etc)
- Peripheral Devices (Scanners, Printers, etc)
- Personal Computers
- Presentation Software (PowerPoint, Flash, etc)
- Spreadsheet Software (Calc, Excel, etc)
- Word Processing Software (Word, WordPerfect, etc)

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Employment Application

816-501-9067

Acrobat Outsourcing is an equal opportunity employer dedicated to non-discrimination in all employment practices. Acrobat Outsourcing selects the best qualified individual for the job based on job-related qualifications regardless of race, age (40+), color, religion, gender, national origin, ancestry, marital status, sexual orientation, disability or any other status protected by applicable law.

PLEASE PRINT

Full Name Marquia Brown Date: _____
Home Telephone (346) 212-1637 Other Telephone () _____
Present Address 20701 Stewart crest cypress TX 77433
Permanent Address, if different from present address: 819 S 21st Kingsville TX 78363
Email Address marqui2franks@gmail.com

EMPLOYMENT DESIRED

Position applying for: open Salary desired: \$10.00
Are you currently registered with any staffing and/or employment agencies? If so, please list _____

Are you applying for: Full-time work? Yes ☒ No ☐ Part-time work? Yes ☒ No ☐
Temporary work, e.g., summer or holiday work? Yes ☐ No ☐ From: _____ To: _____
How did you find out about our open position? (Please check fill in proper name of source):
Referral ☐ Name of Referral _____ Newspaper ☐ Job Fair ☐ Agency ☐ Company Website ☐
Other Web Posting ☐ Other Source ☐
Could you work overtime, if necessary? Yes ☒ No ☐ If hired, on what date could you start working? 5/22/17

Please keep in mind that schedules and shifts may vary depending on position and season. Additionally, the hours may vary from week to week, depending on the company needs. Please list only the times/days you're available to work below.

SPECIFY HOURS AVAILABLE DAILY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
AM		OPEN					
PM							

Do you have any vacations or extended leaves planned in the next 12 months? If so, please list dates: _____

PERSONAL INFORMATION

Have you ever applied to or worked for Acrobat Outsourcing before? Yes ☐ No ☒ If yes, when? _____
Do you have friends or relatives working for Acrobat Outsourcing? Yes ☐ No ☒ If yes, please state name and relationship _____
If hired, would you have a reliable means of transportation to and from work? Yes ☒ No ☐
If hired, can you present evidence of your legal right to live and work in this country? Yes ☒ No ☐
State age if you are under 18 _____. If you are under 18, hire is subject to verification that you are of minimum legal age to work.
Are you able to perform the essential functions of the job for which you are applying? Yes ☒ No ☐

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If no, describe the functions that cannot be performed. (Note: We comply with the ADA and consider reasonable accommodation measures that may be necessary for eligible applicants/employees to perform essential functions.)

EDUCATION & SKILLS

NAME OF SCHOOL	CITY & STATE	GRADE OR DEGREE COMPLETED	DID YOU GRADUATE?
Calvin Nelsons Charter School	Katy TX	12th	YES
Do you have any special licenses, certificates or special training? If so please list under "Special".		YES	NO
Are you computer literate? If so, list software knowledge under "Special."		YES	NO
Are you proficient with Point of Sales Systems? If, so please list which ones under "Special."		YES	NO
Do you have any other experience, training, qualifications or special skills, which you feel make you especially suited for work at Acrobat Outsourcing? If so, please list under "Special."		YES	NO
Special: T.A.B.C. Certification			

EMPLOYMENT HISTORY

SEE Resume

List below all present and past employment starting with your most recent employer (last 10 years is sufficient). Account for unemployment periods of three months or more.

Are you currently employed? Yes ___ No ___ If so, may we contact your current employer? Yes ___ No ___

Name and Address of Employer

Type of Business Telephone No. (361) 437-8801 Supervisor's Name Ruby Castillo

Your Position and Duties

Dates of Employment: From To Weekly Pay: Starting Ending

Reason for Leaving:

Name and Address of Employer

Type of Business Telephone No. (361) 882-7834 Supervisor's Name Violet Russell

Your Position and Duties

Dates of Employment: From To Weekly Pay: Starting Ending

Reason for Leaving:

Name and Address of Employer

Type of Business Telephone No. (361) 592-8333 Supervisor's Name Oscar Garcia

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Your Position and Duties _____

Dates of Employment: From _____ To _____ Weekly Pay: Starting _____ Ending _____

Reason for Leaving: _____

Name and Address of Employer _____

Type of Business _____ Telephone No. (____) _____ Supervisor's Name _____

Your Position and Duties _____

Dates of Employment: From _____ To _____ Weekly Pay: Starting _____ Ending _____

Reason for Leaving: _____

Have you ever been fired from any previous place of employment? If so, please explain: _____

MILITARY SERVICE

Have you obtained any special skills or abilities as the result of service in the military?

Yes _____ No ☒

If so, describe: _____

JOB RELATED REFERENCES

List below three persons not related to you who have knowledge of your work performance within the last three years.

Name: Ruby Castillo Telephone No. (361) 437-8801

Address N/A

Occupation: customer service rep Relationship: supervisor Number of Years Acquainted: 5 yrs

Name: Violet Russell Telephone No. (361) 889-7834

Address N/A

Occupation: Rising Star Home Care Relationship: supervisor Number of Years Acquainted: 6 yrs

Name: Anna Perez Telephone No. (713) 504-6956

Address N/A

Occupation: hair stylist Relationship: supervisor Number of Years Acquainted: 15 yrs

Please Read Carefully, Initial Each Paragraph and Sign Below

MB I hereby certify that I have not knowingly withheld any information that might adversely affect my chances for employment and that the answers given by me are true and correct to the best of my knowledge. I further certify that I, the undersigned applicant, have personally completed this application. I understand that any omission or misstatement of material facts on this application or on any document used to secure employment shall be grounds for rejection of this application or for immediate discharge if I am employed, regardless of the time elapsed before discovery.

MB I hereby authorize Acrobat Outsourcing to thoroughly investigate my references, work record, education and other matters related to my suitability for employment and, further, authorize the references I have listed to disclose to the company any and all letters, reports and other information related to my work records, without giving me prior notice of such disclosure. In addition, I hereby release the company, my former employers and all other persons, corporations, partnerships and associations from any and all claims, demands or liabilities arising out of or in any way related to such investigation or disclosure.

MB I hereby authorize Acrobat Outsourcing and its authorized representatives to solicit information regarding my background, which may include but not be limited to, information about my employment, education, and/or criminal history, which may be in the files of any federal, state, or local criminal justice and law enforcement agency and general public records history.

MB I understand that if selected for hire, it will be necessary for me to provide satisfactory evidence of my identity and legal authority to work in the United States, and that federal immigration laws require me to complete an I-9 form in this regard within three days of my hire date.

MB Acrobat Outsourcing is an at-will employer. I understand that nothing contained in the application, or conveyed during any interview, which may be granted or during my employment, if hired, is intended to create an employment contract between me and the company. In addition, I understand and agree that if I am employed, my employment is for no definite or determinable period and may be terminated at any time, with or without prior notice, with or without cause, at the option of either myself or the company, and that no promises or representations contrary to the foregoing are binding on the company unless made in writing and signed by me and the company's designated representative.

I hereby acknowledge that I have read and understand the above statements.

Applicant's Signature Margu Brown **Date** 5/1/17

Cashier Test

Marquicia Brown

Score 14 / 15

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

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

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

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

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

- ✓ 6) What is the current sales tax rate in your city 8.25 ?

- 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?
- $$\begin{array}{r} 1.25 \\ 90 \\ 79 \\ \hline 2.94 \end{array} \quad \begin{array}{r} 10.00 \\ - 2.94 \\ \hline 7.06 \end{array}$$
- 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?
- $$\begin{array}{r} 10.50 \quad 7.25 \quad 21.00 \\ 10.50 \quad 7.25 \quad 14.50 \\ \hline 21.00 \quad 14.50 \quad 35.50 \end{array} \quad \begin{array}{r} 50.00 \\ - 35.50 \\ \hline 14.50 \end{array}$$
- 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?
- $$\begin{array}{r} 3.75 \\ 4.25 \\ \hline 8.00 \end{array} \quad \begin{array}{r} 20.00 \\ - 8.00 \\ \hline 12.00 \end{array}$$
- 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 \$2.25 each. If you are given \$100.00 how much change should you give back?
- $$\begin{array}{r} 3.75 \\ \times 2 \\ \hline 7.50 \end{array} \quad \begin{array}{r} 1.25 \\ \times 2 \\ \hline 2.50 \end{array} \quad \begin{array}{r} 2.50 \\ \times 2 \\ \hline 5.00 \end{array} \quad \begin{array}{r} 2.25 \\ \times 2 \\ \hline 4.50 \end{array}$$
- $$\begin{array}{r} 7.50 \\ 2.50 \\ 5.00 \\ 4.50 \\ \hline 19.50 \end{array} \quad \begin{array}{r} 100.00 \\ - 19.50 \\ \hline 80.50 \end{array}$$
- a) \$78.50
 - b) \$58.50
 - c) \$38.50
 - d) \$28.50

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

B

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?

Minors ID

Valid ID OR PASSPORT

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

1,000

Interview Note Sheet

Applicant Information

Name: <u>Taricia Brown</u>	Interviewer: <u>Sherry</u>
Date: <u>5/4/17</u>	Rate of Pay: <u>\$10 - 11</u>
Position (s) Applied for: <u>Cashier / Server</u>	Referred by: _____

Test Scores

Server	/35	%	Bartender	/35	%
Prep Cook	/20	%	Barista	/15	%
Grill Cook	/40	%	Cashier	/15	%
Dishwasher	/10	%	Housekeeping	/16	%

Seeking:

☒ Full-Time

☐ Part-Time

Relevant Experience & Summary of Strengths

Total of _____ in Food Service/Hospitality

* Customer Service Experience
 * trained in different POS system
 * Outgoing Person

P.O.S. Experience ☒ Y / ☐ N details: _____

Transportation

☒ Car

☐ Public Transit

☐ Carpool (Rider / Driver)

Regions Available to work:

SF City

SF North

SF Peninsula

East Bay

Outer East Bay

San Jose

South San Jose

SJ Peninsula

Houston

Certifications (if any)

TIPS

Serv-Safe

LEAD

Other _____

☒ Will Submit

Availability

☒ Open

☐ AM only

☐ PM only

☐ Weekdays only

☐ Weekends only

Details: _____

Uniforms Owned:

Bistro

Black Bistro

Tuxedo

1/2 Tuxedo

Black Vest

Long Black Tie

Chef Coat

Chef Pants

Knives

Black Pants

Non-Slip Shoes

Bow Tie

Other: _____

Would you recommend this applicant for Acrobat Academy? Yes

Convention Candidate? _____

Other Languages Spoken: No