

**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**

<b>Cashier</b>	<b>Jun 01, 2007 - Feb 15, 2009</b>
<p>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.</p>	
<b>Whataburger, Houston, Texas</b>	
<b>Cashier</b>	<b>Nov 05, 2006 - Feb 03, 2007</b>
<p>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</p>	
<b>Lil Ceasar's, Katy, Texas</b>	
<b>Cashier</b>	<b>Jun 02, 2005 - Oct 21, 2006</b>
<p>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</p>	
<b>Anna's Classic Cuts, Jersey Village, Texas</b>	
<b>Receptionist/Cashier</b>	<b>Jan 01, 2002 - May 01, 2005</b>
<p>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.</p>	

## 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)



## 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 21 St Kingsville TX 78363  
Email Address marquiafranks@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							
PM	<u>OPEN</u>						

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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Your Hospitality Staffing Professionals

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.)

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## EDUCATION & SKILLS

NAME OF SCHOOL	CITY & STATE	GRADE OR DEGREE COMPLETED	DID YOU GRADUATE?
Calvin Nelsons Charter School	Katy TX	12 <sup>th</sup>	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 ) 437-9801 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) 882-7834

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

A handwritten signature in blue ink that appears to read "Margaret Brown".

Date

5/1/17

**Cashier Test**

Marquia  
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

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

**C** 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?  
 a) \$4.06  
 b) \$2.06  
 (c) \$7.06  
 d) \$5.06

$$\begin{array}{r}
 1.25 \\
 0.90 \\
 0.79 \\
 \hline
 2.94
 \end{array}
 \begin{array}{r}
 10.00 \\
 -2.94 \\
 \hline
 7.06
 \end{array}$$

**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

$$\begin{array}{r}
 10.50 \quad 7.25 \\
 10.50 \quad 7.25 \\
 \hline
 21.00 \quad 14.50
 \end{array}
 \begin{array}{r}
 21.00 \quad 14.50 \\
 -14.50 \quad -14.50 \\
 \hline
 6.50 \quad 0.00
 \end{array}$$

$$\begin{array}{r}
 50.00 \\
 -43.50 \\
 \hline
 6.50
 \end{array}$$

**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

$$\begin{array}{r}
 3.75 \quad 4.25 \\
 3.75 \quad 4.25 \\
 \hline
 7.50 \quad 8.50
 \end{array}
 \begin{array}{r}
 20.00 \\
 -12.50 \\
 \hline
 7.50
 \end{array}$$

**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

$$\begin{array}{r}
 3.75 \quad 1.25 \quad 2.50 \quad 3.25 \\
 \times 2 \quad \checkmark \quad \times 2 \quad \checkmark \\
 \hline
 7.50 \quad 2.50 \quad 5.00 \quad 6.50
 \end{array}$$

$$\begin{array}{r}
 100.00 \\
 -78.50 \\
 \hline
 21.50
 \end{array}$$

**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

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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? Valid ID

15) How many \$20 bills are in a bank band? 1,000

## Interview Note Sheet

### Applicant Information

Name: <u>Marquita Brown</u>	Interviewer: <u>Shelly</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	<u>Houston</u>

### 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