

LAKIESHA RUSSELL

7226 England Houston, Texas 77021 Lakiesharussell1992@gmail.com 832-883-8493

6 Years of progressive experience in highly visible customer service

I am an outgoing, motivated team player eager to contribute dynamic dispatcher service, administrative, team building and organizational skills. To have the opportunity to work for an employer that can utilize my skills for the benefit of the company.

AREAS OF EXPERTISE

- Customer Service
- Call Center Settings
- Team Leadership
- Staff Development
- Training Coordination
- Process Improvements
- Dispatcher Training
- Time Management
- Problem-Solving
- Communications
- Cross-Team Collaboration
- Computer Skills

PROFESSIONAL EXPERIENCE

WALMART, HOUSTON, TEXAS OVERNIGHT STOCKER MARCH 2015-OCTOBER2016

- Stocked merchandise, cleaned shelves, removed expired products.
- Performed inventory control.
- Re-stocked merchandise.

GATEWAY FRONTLINE DISPATCHER SERVICES, HOBBY AIRPORT, HOUSTON, TEXAS/ MAY 2013- JANUARY 2015

- Monitored the route and status of field units to coordinate.
- Received and dispatched orders for products or deliveries.
- Entered data in computer system and maintain logs and active activities of other information.

UNIQUE SIGNATURES MISSOURI CITY, TX 77459/DECEMBER 2012-APRIL 2013

- Presented great face to face customer service.
- Answered phones and direct them to the correct office and dot down any important messages.
- Presented a professional, client-focused image in representing the title company as well as the borrowers and seller's involved generating a positive market image and supporting business growth.
- Provided mobile signature closings after hours for borrowers and sellers unable to arrive during business hours.

CUSTOMER SERVICE REPRESENTATIVE, JUNE 2011-NOVEMBER 2012

- Delivered outstanding customer service, and resolved complaints, issues, and inquiries.
- Assisted with delivery of stock.
- Balanced cashier's drawer.
- Cash handling.

EDUCATION

High School Diploma -Chavez High School

Houston, Texas

Houston Community College, Houston, Texas 1 year college, technical or vocational school



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 Lahiesha D Russell Date: 5/4/2017
Home Telephone (212) 856-9436 Other Telephone (212) 856-9436
Present Address 27 E Edgebrook Houston Tx 77034
Permanent Address, if different from present address:
Email Address lahieshrussell1992@gmail.com

EMPLOYMENT DESIRED

Position applying for: Any, Cook, Cashier, receptionist Salary desired: \$9.00

Are you currently registered with any staffing and/or employment agencies? If so, please list:

NO

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? 5/4/2017

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	<input checked="" type="checkbox"/>						
PM	<input checked="" type="checkbox"/>						

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

NO

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 the U.S. Yes No

Acrobat

outsourcing
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.)

Pursuant to the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and conviction records.

EDUCATION & SKILLS

NAME OF SCHOOL	CITY & STATE	GRADE OR DEGREE COMPLETED	DID YOU GRADUATE?
Chavez High School	Houston, Texas	Diploma	Yes
Do you have any special licenses, certificates or special training? If so please list under "Special".			
Are you computer literate? If so, list software knowledge under "Special".			
Are you proficient with Point of Sales Systems? If so please list which ones under "Special".			
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".			

Microsoft Word, excel, typing, skills, customer service, team-collaboration Cross skills.

EMPLOYMENT HISTORY

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 Wal-Mart

Type of Business

Your Position and Duties Overnight Stocker Telephone No. (281) 482-5016 Supervisor's Name Mr. Abraham

States of Employment: From 3/15 To 10/16 Weekly Pay: Starting \$19.50 Ending \$10.50

Reason for Leaving No reliable transportation at the time.

Name and Address of Employer Gateway, Frontline Dispatching
Type of Business

Your Position and Duties Dispatcher - Monitored the route and status of field units to coordinate received and dispatched orders for products or deliveries. Telephone No. (832) 361-9711 Supervisor's Name Mr. Laci

States of Employment: From 5/13 To 11/15 Weekly Pay: Starting \$19.00 Ending \$10.00

Reason for Leaving Became a full time student.

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OUTSOURCING

Your Hospitality Staffing Professionals

Telephone No. ()

Supervisor's Name

Type of Business

Your Position and Duties

Dates of Employment: From _____ To _____

Weekly Pay: Starting _____

Reason for Leaving: _____ Ending _____

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 _____

Reason for Leaving: _____ Ending _____

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? _____

If so, describe: _____

Yes

No

JOB RELATED REFERENCES

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

Name: Johnny Thomas

Telephone No. (832) 996-0817

Address: _____

Occupation: Manager

Relationship: Co-Worker

Number of Years Acquainted: 3

Name: Sherry Alford

Telephone No. (832) 766-9446

Address: _____

Occupation: Wal-Mart employee

Relationship: Co-Worker

Number of Years Acquainted: 3

Name: Anette Moore

Telephone No. (832) 988-5672

Address: _____

Occupation: Patient

Relationship: Co-Worker

Number of Years Acquainted: 5

Address: _____



Please Read Carefully, Initial Each Paragraph and Sign Below

R.R ✓
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.

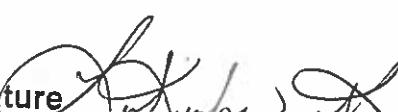
L.R ✓
I hereby authorize Acrobat Outsourcing to thoroughly investigate my references, work record, education and other matters related to my suitability for employment and, further, authorize the references I have listed to disclose to the company any and all letters, reports and other information related 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.

L.R
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.

L.R
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.

L.R
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 

Date 04/12/2017

Multiple Choice (1 point each)

- 1) A gallon is equal to _____ounces
a. 56
b. 145
c. 32
d. 128
- 2) Mesclun are what type of vegetable?
a. Roots
b. Beans
c. Salad Greens
d. Spices
- 3) What does the term braise mean?
a. Sear quickly on both sides
b. Slowly cook in covered pan with little liquid
c. Cook on high heat and quickly
d. Slowly cook in simmering water
- 4) At what internal temperature must chicken be cooked so that it is safe to eat?
a. 155 degrees F
b. 165 degrees F
c. 175 degrees F
d. 185 degrees F
- 5) How do you blanche vegetables?
a. Immerse for a short time in boiling water
b. Cook lightly in butter over med heat
c. Soak in cold water overnight
d. Rub with salt before cooking
- 6) Which of the following ingredients would you pack before measuring?
a. Olive Oil
b. Salt
c. Brown Sugar
d. White Sugar
- A) What is Al Dente?
a. Firm but not hard
b. Soft to the touch
c. Very hard
d. Very soft
- C) 8) Food should be left out no more than
a. 2 hours
b. 3 hours
c. 4 hours
d. 5 hours

Prep Cooks Test

9) Which is the improper way to thaw frozen food?

- a. In the fridge
- b. In a sink with cold water
- c. On the counter
- d. In the microwave

10) Which of the following can you use to put out a grease fire?

- a. Baking Soda
- b. Baking Powder
- c. Flour
- d. Water

11) What is the temperature range of the danger zone?

- a. 25-135
- b. 40-140
- c. 50-160
- d. 30-130

12) Which of the following is listed from smallest to largest?

- a. Dice, chop, mince
- b. Mince, chop, dice
- c. Chop, dice, Mince
- d. Mince, dice, chop

13) Which direction should pan handles be turned while cooking on the stove?

- a. Over the fire at all times
- b. Turned towards you for better control
- c. Turned towards the right or left at all times
- d. Over the countertop at all times

14) When you poach something, you cook it with what?

- a. Noodles
- b. Vegetables
- c. Liquid
- d. Oil

15) Which spoon is used to remove fat from soups and stews?

- a. Basting Spoon
- b. Ladle
- c. Slotted Spoon
- d. Portion Spoon

16) Which of the following means to cook in a small amount of fat?

- a. Season
- b. Sauté
- c. Broil
- d. Boil
- e. Fry

Prep Cooks Test

17) What is a Julien cut?

- a. Food cut into long thin strips, matchstick
- b. Food cut into long thin strips then turned and cut into a 1/8" dice
- c. Food diced into finely chopped and uniform pieces
- d. Cutting and peeling into oblong seven sided football like shapes

18) To cook a food in a pan without browning over low heat until the item softens and releases moisture.

- a. Sweat
- b. Boil
- c. Roast
- d. Grill

Fill-in the Blank (1 point each)

19) _____ & _____ are the basic seasoning ingredients for all savory recipes.

20) _____: to cut into very small pieces when uniformity of size and shape is not important.

Interview Note Sheet

Applicant Information

Name: <u>Lakeisha Russell</u>	Interviewer: <u>Shyde Paultre</u>
Date: <u>5/4/14</u>	Rate of Pay:
Position (s) Applied for: <u>Prep / 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

- * Working with food.
- * Fast Piping and colors
- * Follow instructions.
- *

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?	Convention Candidate?	Other Languages Spoken:
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