

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 | ▪ Training Coordination | ▪ Problem-Solving |
| ▪ Call Center Settings | ▪ Process Improvements | ▪ Communications |
| ▪ Team Leadership | ▪ Dispatcher Training | ▪ Cross-Team Collaboration |
| ▪ Staff Development | ▪ Time Management | ▪ Computer Skills |
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PROFESSIONAL EXPERIENCE

WALMART, HOUSTON, TEXAS OVERNIGHT STOCKER MARCH 2015-OCTOBER 2016

- 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

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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 Lahicsha D Russell Date: 5/4/2017
Home Telephone () Other Telephone (212) 858-9436
Present Address 77 E Edgebrook Houston Tx 77034
Permanent Address, if different from present address:
Email Address lahicsha.russell1992@gmail.com

EMPLOYMENT DESIRED

Position applying for: Any, Cook, reception, 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"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| PM | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <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 this country? 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.)

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." | | 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: Microsoft Word, excel, typing skills, customer service, team-collaboration | | | |

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: _____ Telephone No. (281) 482-5016 Supervisor's Name Mr. Abraham

Your Position and Duties: Overnight Stocker

Stock merchandise, perform inventory control, zone merchandise to perfection.

Dates of Employment: From 3/15 To 10/16 Weekly Pay: Starting \$9.50 Ending \$10.50

Reason for Leaving: No reliable transportation at the time.

Name and Address of Employer: Gateway Frontline Dispatch

Type of Business: _____ Telephone No. (832) 361-9311 Supervisor's Name Mr. Lisa

Your Position and Duties: Dispatcher - monitored the route and status of field units

to coordinate. Received and dispatched orders for products or deliveries.

Dates of Employment: From 5/13 To 1/15 Weekly Pay: Starting \$9.00 Ending \$10.00

Reason for Leaving: Became a full time student.

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Type of Business _____

Your Position and Duties _____

Telephone No. (____) _____

Supervisor's Name _____

Dates of Employment: From _____ To _____

Weekly Pay: Starting _____ Ending _____

Reason for Leaving: _____

Name and Address of Employer _____

Type of Business _____

Your Position and Duties _____

Telephone No. (____) _____

Supervisor's Name _____

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?
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: Jonny Thomas

Address: _____

Telephone No. (832) 996-0217

Occupation: Manager

Relationship: Co-Worker

Number of Years Acquainted: 3

Name: Sherry Alford

Address: _____

Telephone No. (832) 766-9446

Occupation: Walmart employee

Relationship: Co-Worker

Number of Years Acquainted: 3

Name: Anette Moore

Address: _____

Telephone No. (832) 988-5672

Occupation: patient

Relationship: Co-Worker

Number of Years Acquainted: 5

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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

[Signature]

Date

3/4/2017

Multiple Choice (1 point each)

1 1) A gallon is equal to _____ ounces

- a. 56
- b. 145
- c. 32
- d. 128

2 2) Mesclun are what type of vegetable?

- a. Roots
- b. Beans
- c. Salad Greens
- d. Spices

3 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 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 5) How do you blanch 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 6) Which of the following ingredients would you pack before measuring?

- a. Olive Oil
- b. Salt
- c. Brown Sugar
- d. White Sugar

7 7) What is Al Dente?

- a. Firm but not hard
- b. Soft to the touch
- c. Very hard
- d. Very soft

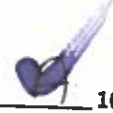
8 8) Food should be left out no more than

- 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>Luke She Russell</u> | Interviewer: <u>Shyde Padilla</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

- * Worked with food.
- * Fast prep and cook
- * 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

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?

Convention Candidate?

Other Languages Spoken: