

Charlisa Turner

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SUMMARY

A goal focused, customer oriented professional able to provide quality service in a variety of settings. A self-starter, able to quickly learn procedures and methods.

HIGHLIGHTS

- Dedicated to process improvement
- Troubleshooting skills
- High customer service standards
- Active listening skills

Warehouse Worker/ Labor-max **Nov 2016 to Present**

- Prepares orders by processing requests and supply orders; pulling materials; packing boxes; placing orders in delivery area.
- Maintains safe and clean work environment by keeping shelves, pallet area, and workstations neat; maintaining clean shipping supply area; complying with procedures, rules, and regulation

Prep Cook/ Line Cook, Sacramento International Airport, 06/2015 to 11/2016

- Prepare **cooking** ingredients by washing and chopping vegetables
- Preparing Simple dishes, reducing sauces and parboiling
- Cutting Meats and Knowledge of kitchen equipment and utensils.

CSR, 09/2014 to 03/2016

- Tele direct Taking inbound calls Sacramento, in putting data into database.
- Collected customer feedback and made process changes to exceed customer satisfaction goals. Provided accurate and appropriate information in response to customer inquiries.

Casher/ Cook, 09/2014 to 09/2014

Phillies - San Francisco, Ca

- Take customer orders and punch them in the order machine.
- Take payments and notify kitchen staff about orders.
- Prepare Food items as needed.

Cook, 07/2014 to 09/2014

KFC/Taco Bell - Daly City, Ca

- Hands on experience in preparing common fast food items.
- Took orders in Drive thru and Front Counter, Clean Lobby, Closed at nights.

Server/ Waitress, 03/2013 to 11/2013

Culinary Staffing of America - Sacramento, CA

- Checking customer's identification to ensure that they meet minimum age requirements for consumption of alcoholic beverages.
- Checking with customers to ensure that they are enjoying their meals.

EDUCATION

American Legion High School, Sacramento CA