

# Carla Armstrong

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## Education & Training

### DIPLOMA

EL CENTRO COLLEGE

Dallas, TX

### CERTIFICATION - CPR

2016

HEALTH INSTITUTE

Dallas

## Key Competencies

- Reading Comprehension
- Speaking
- Writing
- Mathematics
- Active Listening
- Instructing

## Professional Experience

### HOUSEKEEPING AIDE

November 2013 - December 2014

UT SOUTHWESTERN

Dallas, TX

- Emptied wastebaskets, empty and clean ashtrays, and transport other trash and waste to disposal areas.
- Replenished supplies, such as drinking glasses, linens, writing supplies, and bathroom items.
- Dust and polished furniture and equipment.
- Swept, scrubbed, waxed, or polished floors, using brooms, mops, or powered scrubbing and waxing machines.

### CASHIER SALES ASSOCIATE

December 2014 - June 2015

SAM'S CLUB

Dallas, TX

- Computed charges for merchandise or services and receive payments.
- Prepared merchandise for display, or for purchase or rental.
- Answered telephones to provided information and receive orders.
- Greeted customers and discussed the type, quality and quantity of merchandise sought for rental.

### HOUSEKEEPING AIDE

August 2015 - September 2015

METHODIST HEALTH SYSTEM

Dallas, TX

- Cleaned rugs, carpets, upholstered furniture, and draperies, using vacuum cleaners and shampooers.
- Washed windows, walls, ceilings, and woodwork, waxing and polishing as necessary.
- Disinfected equipment and supplies, using germicides or steam-operated sterilizers.
- Prepared rooms for meetings and arranged decorations, media equipment, and furniture for social or business functions.

### HOUSEKEEPING AIDE

February 2016 - April 2016

ARAMARK CROP

Dallas

- Carry linens, towels, toilet items, and cleaning supplies, using wheeled carts.
- Clean rooms, hallways, lobbies, lounges, restrooms, corridors, elevators, stairways, locker rooms, and other work areas so that health standards are met.
- Empty wastebaskets, empty and clean ashtrays, and transport other trash and waste to disposal areas.

- Keep storage areas and carts well-stocked, clean, and tidy.

**COLLECTIONS AGENT**

THE CMI GROUP

January 2016 - May 2016

Dallas, TX

- Collected taxes from individuals or businesses according to prescribed laws and regulations.
- Maintained knowledge of tax code changes, and of accounting procedures and theory to properly evaluate financial information.
- Maintained records for each case, including contacts, telephone numbers, and actions taken.
- Contacted taxpayers by mail or telephone to address discrepancies and to request supporting documentation.

**CASHIER HOST HOSTESS**

CHICK FIL A

January 2017 - March 2017

Dallas, TX

- Greeted customers and ascertain what each customer wants or needs.
- Opened and closed cash registers, performing tasks such as counting money, separating charge slips, coupons, and vouchers, balancing cash drawers, and making deposits.
- Bagged or packaged purchases, and wrap gifts.
- Helped customers try on or fit merchandise.

**CONCESSIONAIRE**

JACK FRIES

September 2016 - October 2016

Dallas, TX

- Scrubbed and polished counters, steam tables, and other equipment, and clean glasses, dishes, and fountain equipment.
- Served food, beverages, or desserts to customers in such settings as take-out counters of restaurants or lunchrooms, business or industrial establishments, hotel rooms, and cars.
- Took customers' orders and write ordered items on tickets, giving ticket stubs to customers when needed to identify filled orders.
- Delivered orders to kitchens, and packed up and serve food when it is ready.

**Volunteer Work**

Homeward Bound 2016