

FELICIA D BOFFMAN

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HOUSTON, TX 77036
(713) 446-8677 Ext.:
feliciaboffman343@gmail.com

Career Objectives

Seeking a position in customer service or clerical.

Summary of Qualifications

Three year of experience in customers service and clerical.
Strong customer service and communication skills.
Bilingual: English and Spanish
Hard working and dependable.

Work History**THE HELLER GROUP INC,
CUSTOMERSERVICE/SALE****Mar 13, 2017 - May 18, 2017**

Perform duties too varied and diverse to be classified in any specific office clerical occupation, requiring limited knowledge

**Popeyes Chicken, Texas
Cashier****Sep 27, 2016 - Apr 20, 2017**

Took orders.
Served the customers.
Cleaned the lobby and bathrooms.

**American Dental Care, Houston, Texas
Sales Associate****Feb 03, 2017 - Mar 01, 2017**

call leads and get them signed up with the dental plan that they clicked on or when they saw the ad on TV.

**Frenchys Chicken, HOUSTON, Texas
Cashier****May 09, 2016 - Oct 01, 2016**

Customer Service.
Handled cash transactions per shift.

**Emerald Bowl, HOUSTON, Texas
Cashier & Cook****Jun 22, 2015 - May 28, 2016**

Open shift starting with a \$300.00 bank, take orders, exchange money for food, cook and serve the food to the customers
Clean up at the end of the shift count down the drawer to make it the starting bank and deposit the money at the end of the shift.

**McDonald's, Houston, Texas
Customer Service Associate****Dec 13, 2014 - Apr 23, 2015**

Greeted customer in professional manner.
Took food orders and operated the cash register.
Accepted payment from customers, and make change as necessary.
Clean and organize eating, service, and kitchen areas.
Trained new associates.

**Upstage Productions, Texas
Stage Hand****Feb 08, 2014 - Apr 03, 2015**

Unload trucks, help build stages inside and outside for different performers, take the stage down after the concert is over and load the trucks back up.

ALM Services, Texas

Telephone Surveyor**Jul 07, 2014 - Mar 15, 2015**

Delivered prepared talk on the phone, reading from scripts.
Contacted individuals by telephone to obtain political surveys.
Obtained customer information such as name, address, and enter into computers.

**The Washtub, San Antonio, Texas
Receptionist****Mar 23, 2004 - Mar 02, 2006**

Greeted customers and accepted payments.
Operated telephone to providing information about the washing service, taking messages.
Assisted with administrative and paperwork.
Filed and maintained records.

**Member Works Inc., Texas
CSR****Jan 01, 1998 - Sep 01, 1998**

Take calls to save a membership or to start a membership

**Hollywood Video, Texas
Cashier****Mar 01, 1998 - Jun 01, 1998**

Check movies out to customers

**Cinemark Theater, Texas
Cashier****Oct 01, 1996 - Feb 01, 1997**

I worked the concession stand in the movie theater
Took orders from customers and served them.

Education**Alief Community Center, Houston, Texas
High School Diploma/GED**

Major: General Education

Computer Skills

Typing Speed: 25 Words Per Minute

- EMail Software (Outlook, Thunderbird, etc)
- Internet Browser (Internet Explorer, Firefox, etc)
- Personal Computers
- Word Processing Software (Word, WordPerfect, etc)

Language Skills

English - Excellent (Read Write Speak)
Spanish - Good (Read Write Speak)

Driver's License

Class C - Standard Driver's License



Employment Application

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 Felicia D. Boffman Date: 05/15/2017
Home Telephone (713) 776-8677 Other Telephone ()
Present Address 446-8677 9550 Deering Dr. Apt. 210
Permanent Address, if different from present address: _____
Email Address felicia.boffman.343@gmail.com

EMPLOYMENT DESIRED

Position applying for: Cook / Server Salary desired: 9.00 or Better

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

Chase Source

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 Workforce 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? 05/19/2017

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	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
DAILY							
AM	<u>8 AM</u>	<u>8 AM</u>	<u>8 AM</u>	<u>8 AM</u>	<u>8 AM</u>	<u>8 AM</u>	<u>8 AM</u>
PM							

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.)

EDUCATION & SKILLS

NAME OF SCHOOL	CITY & STATE	GRADE OR DEGREE COMPLETED	DID YOU GRADUATE?
Elsik	Houston, TX	9th	NO
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." <u>Microsoft soft</u>		YES	NO
Are you proficient with Point of Sales Systems? If, so please list which ones under "Special." <u>Cashiering</u>		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:			

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 The Heller Group

Type of Business Call Center Telephone No. (832) 518-4804 Supervisor's Name Duane Davis

Your Position and Duties make outbound calls to energy customers in Maryland to get them on a fixed rate for 30 months. / CSR / SALES ASSOCIATE

Dates of Employment: From 03/13/2017 to 05/18/2017 Weekly Pay: Starting \$8.00 Ending \$8.00

Reason for Leaving: Hours and Company has a very high turn over

Name and Address of Employer Emerald Bowl

Type of Business Bowling Alley Telephone No. (713) 515-9687 Supervisor's Name Jerry

Your Position and Duties Cashier + cook - Greet customers take orders, exchange money for food, clean, cook, deposit money at the end of the shift

Dates of Employment: From 06/2015 to 05/2016 Weekly Pay: Starting \$7.75 Ending \$8.00

Reason for Leaving: Difference with the hours dealing with a split shift

Name and Address of Employer Popeyes

Type of Business Restaurant Telephone No. (713) 771-3243 Supervisor's Name Moses / Patrice

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Your Hospitality Staffing Professionals

Your Position and Duties Cashier - Greet customers, take orders, bag orders
Clean lobby and restrooms

Dates of Employment: From 09/2016 To 04/2017 Weekly Pay: Starting \$7.75 Ending \$7.75

Reason for Leaving: Was only there one day a week

Name and Address of Employer Frenchy's

Type of Business Restaurant Telephone No. (281) 506-8283 Supervisor's Name Melvin

Your Position and Duties Cashier - take orders, call orders, bag orders,
Clean lobby and restroom

Dates of Employment: From 05/2016 To 10/2016 Weekly Pay: Starting \$7.50 Ending \$7.50

Reason for Leaving: Started a new job

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: Amanda Stephenson Telephone No. (346) 444-6508

Address 9450 Concourse Dr.

Occupation: Cook / Cashier Relationship: Friend / coworker Number of Years Acquainted: 4 yrs.

Name: Anthony Font Telephone No. (832) 544-9395

Address ~ ?

Occupation: _____ Relationship: Friend / coworker Number of Years Acquainted: 1

Name: Alex Martin Telephone No. (713) 386-9061

Address 6222 Foster "B" Houston Tx. 77021

Occupation: Cashier / Cook Relationship: Friend Number of Years Acquainted: 1

Please Read Carefully, Initial Each Paragraph and Sign Below

☒ 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.

☒ 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.

☒ 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.

☒ 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.

☒ 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

Felicia Boffman

Date

08/15/2017

Cashier Test

Score / 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
- 0 ✗ 6) What is the current sales tax rate in your city _____?
- 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
- 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
- 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
- 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

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

BA 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?

State Issued ID or Driver's Lic

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

5 ?

Interview Note Sheet

Applicant Information

Name: Felicia Buffman

Interviewer: Celena Diaz

Date: 6/15/17

Rate of Pay:

Position(s) Applied for: prep cook / cashier

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 2 in Food Service/Hospitality

- Doesn't mind to travel as long is on a bus line.

2 years on food industry.

excellent cashier experience

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 FHC

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