

Danielle Bridges

Goal Oriented

Palmdale, CA

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I am seeking a position within a company that has great leadership and give equal opportunities for their employees. A type of company that shows great diversity and that has great ambitions that would make me able to utilize my abilities developed through both professional and educational experiences; with the opportunity for personal contributions as well as personal growth based on performance. I have mastered the ability of great customer service skills. I have worked with several different employers who have strengthened my growth professionally.

WORK EXPERIENCE

Office Assistant/Sales Associate

Digi-Vue Advertising- Palmdale, CA. April 2017- Present

Schedule sales appointments, make outbound calls to local businesses ,answer telephone, screen and direct calls take and relay messages provide information to callers, greet persons entering, knowledge of staff movements in and out of organization, monitor visitor access provide general administrative and clerical support, prepare correspondence and documentation

Josh (661)492-4234

Lead Grinder/Machine Operator/

New Orleans Snowballs To go - Hammond, LA – March 2014 to September 2016

Food plant team lead operator for snowballs to go managed 10 employees daily and mixed 70 gallons tanks including 360 pounds of sugar per tank

Mr. Chris (985)-662-5511

Licensed Insurance Agent/ Enrollment agent

NOVO1- BCBS - TX, AK – August 2015- January 2016

Customer service agent enroll customer into affordable health insurance plans (ACA) as well as upgrade accounts with new plans and collect premiums monthly during open enrollment

(817)684-0938

Stocker/Merchandiser

Old Navy - Denham Springs, LA – October 2007- December 2014

Assisting with early morning stocking and event changes around the store and change mannequins clothing based on seasons.

Ms. Alex (225)667-0805

Customer Service Representative/Team Lead

Novo1-Fort Worth, TX- July 2013- May 2014

Outbound calls to magazine subscribers, setup auto dialer to automatically call customers to renew magazine subscriptions and also offer new products that we may offer. Manage over 15 employees and payroll.

Chris Wade (817)684-0938

Customer Service Representative

Bank of America- Fort Worth, TX- May 2012 to July 2013

Open daily checking and saving accounts and maintenance accounts as well. Enroll customers into IRA accounts and Cd accounts for retirement and also answering all general customer service questions

Bank Teller

Wells Fargo - Arlington, TX - Feb 2012 to May 2012

Introduce customers to new products and services, and generate leads for other members of the sales team to close, also engage customers to learn about their financial needs. A teller processes between 20-25 customer transactions each hour with no mistakes through patience, attention to detail, and the ability to follow procedures. Every teller is responsible for maintaining and balancing a cash drawer.

Mr. Frank (817)303-3164

Sales Associate

Lowe's-Baton Rouge, LA - March 2010 to November 2011

I was a cashier I prepared IRP reports and helped with pricing daily around the store..

Supervisor Mr. Reginald (225) 928-7200

Receptionist/ Finance clerk

Reaping the Harvest – New Orleans, LA June 2008 to March 2010

answer telephone, screen and direct calls take and relay messages provide information to callers, greet persons entering, knowledge of staff movements in and out of organization, monitor visitor access provide general administrative and clerical support, prepare correspondence and documentation, receive and sort mail and all receptionist duties.

Ms. April Lawrence (504)949-2980

Customer Service Agent

Convergys - Baton Rouge, LA - October 2007 to June 2008

During my time working for Convergys I was I was a trained certified CSA and assisted with sprint and Nextel phone service accounts

Supervisor Ralph Johnson (225) 987-2201

Health Insurance-Intern/seasonal

Louisiana Dept. of Insurance - Baton Rouge, LA - May 2007 to September 2007

Responsibilities helping with answering phones, faxing, filing, and copying

Supervisor Ms. Johnson (225)342-5900

EDUCATION**Summer Credits in Ungraded Program for High school Seniors**

Georgetown College - Georgetown, KY

2004 to 2004

Southern University and A&M - Baton Rouge, LA

2006-2011

Gain Participate-2016-2017**SKILLS**

Licensed Insurance Agent TX./Generals Lines (3 years), Twic Card (2 years)

Microsoft Word

Microsoft Power Point

Microsoft Excel

Type 45 Wpm

Ability to prepare business Letters

Detail oriented

Have great work ethics

Creative with problem solving

Servers Test

Multiple Choice

B

1) Food is served on what side with what hand?

- a) On the left side with the left hand
- b) On the left side with the right hand
- c) On the right side with the left hand
- d) On the right side with the right hand

B

2) Drinks are served on what side with what hand?

- a) On the left side with the left hand
- b) On the left side with the right hand
- c) On the right side with the left hand
- d) On the right side with the right hand

A

3) Food and drinks are removed on what side with what hand?

- a) On the left side with the left hand
- b) On the left side with the right hand
- c) On the right side with the left hand
- d) On the right side with the right hand

A

4) What part of a glass should you handle at all times?

- a) The stem
- b) The widest part of the glass
- c) The top

D

5) When you are setting a dining room how should you set up your tablecloths?

- a) Neatly and evenly across the tables
- b) The creases should all be going in the same directions
- c) The chairs should be centered and gently touching the table cloth
- d) All of the above

D

6) If you bring the wrong entrée to a guest what should you do?

- a) Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn
- b) Inform the guests that you will bring the correct entrée once everyone else in the dining room is served
- c) Try to convince the guests to eat what you brought them
- d) Go back into the kitchen to the front of the line and inform the expeditor that you need a different entrée

Match the Correct Vocabulary

E

Scullery

B

Queen Mary

A

Chafing Dish

D

French Passing

G

Russian Service

F

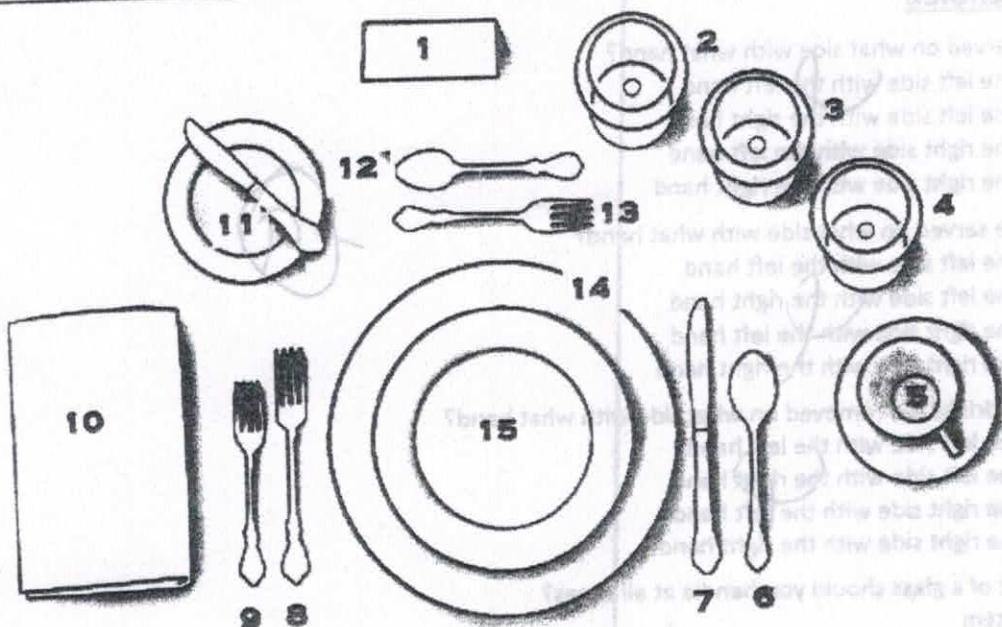
Corkscrew

C

Tray Jack

- A. Metal buffet device used to keep food warm by heating it over warmed water
- B. Style of service where food is prepared or served individually at the dinner table to fit the customer's specific taste (i.e. providing dressing and pepper for salad or handing out bread to each patron)
- C. Used to hold a large tray on the dining floor
- D. Area for dirty dishware and glasses
- E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored
- F. Used to open bottles of wine
- G. Style of dining in which the courses come out one at a time

Servers Test



Match the Number to the Correct Vocabulary

10 Napkin

11 Bread Plate and Knife

12 Name Place Card

13 Teaspoon

14 Dessert Fork

15 Soup Spoon

1 Salad Plate

4 Water Glass

8 Dinner Fork

5 Tea or Coffee Cup and Saucer

1 Dinner Knife

3 Wine Glass (Red)

9 Salad Fork

14 Service Plate

2 Wine Glass (White)

Fill in the Blank

1. The utensils are placed 5 x inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? sugar and cream
3. Synchronized service is when: serving a certain way
4. What is generally indicated on the name placard other than the name? Reserved for Company
5. The Protein on a plate is typically served at what hour on the clock? Evening
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Tell the Chef immediately