

# PEGGY MOSS

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## PROFILE

Friendly, energetic, service oriented professional with expertise in Customer Service who enjoys helping people. Quick learner with excellent people skills who works well both independently and in a team environment. Main priority is to maximize customer satisfaction by ensuring quality of service.

## HIGHLIGHTS OF QUALIFICATIONS

- Accurate cash handling skills with extensive experience in balancing drawers
- Excellent communication, listening and people skills in written and oral forms
- Diverse experience includes cashier, clerical, food service, custodial and human services
- Proficient in Microsoft Word, PowerPoint, Excel, data entry and Internet research
- Self-directed with excellent organizational, time management and multi-tasking skills
- Adept in establishing and maintaining cooperative working relationships with coworkers, supervisors and customers
- Maintain client loyalty with friendly knowledge of products, promotions and advertisements

## WORK EXPERIENCE

### Prom Catering, Long Beach, CA

2016 - present

#### Concession Worker

- Operate cash register, accurately handle cash and correctly take customers' orders
- Serve food and drink orders while maintaining high standards of customer satisfaction
- Replenish and stock shelves, supplies, beverages and food items

### Admiral Hospice Care, Lakewood, CA

2015

#### Office Clerk

- Precisely filed patient information, medical documents and insurance information
- Accurately sorted and distributed mail, paperwork and insurance forms
- Answered telephones, directed calls and scheduled appointments

### Long Beach City College Library, Long Beach, CA

2013 - 2014

#### Library Assistant

- Greeted customers, answered telephones, and reserved rooms
- Stocked books on shelves and handed out text books
- Checked books in and out, collected late fees and issued correct change

### New Image Homeless Shelter, Los Angeles, CA

2006 - 2012

#### Intake Worker

- Checked clients in and distributed daily mail
- Managed daily clothing distribution list and patient list for doctor

#### Cook Assistant

- Prepared and served food to 500-600 guests each day
- Washed dishes, cleaned and sanitized kitchen and dining areas
- Facilitated weekly food deliveries, stocked, rotated and organized products

#### Plant Engineer

- Thoroughly cleaned the shelter, bathroom, living area and offices
- Arranged facility for special events, and set up cots each night for guests

## EDUCATION & CERTIFICATIONS

### Food Handler Card, valid through 2019

### Long Beach City College, Long Beach, CA

Business Major

### LA Trade Tech College, LA, CA

Certificate in Accounting