

Texas Southern University - Houston, TX

2015 to 2019

CERTIFICATIONS/LICENSES

CPR

GROUPS

M.A.P.S

Minority Association Of Pre Health Students strive to be the best students in health field & advocate for Advancement in medical technology.

Rochelle Bankston

Houston, TX

rbanks296@Gmail.com - 2816168604

WORK EXPERIENCE

Technical Support Representative

Empereon Marketing - Alvin, TX - June 2016 to July 2017

- Diagnose customer technical issues with provided services (cable, internet, tv)
- Educate customer on pre-approved services

Operations Assistant

Texas Southern University - Houston, TX - August 2016 to Present

- Check members into facility and upgrade/renew memberships
- Take phone calls and set up appointments as needed
- Promote events within facility to members/students

Security Officer

Top Gun Security & Investigations - Houston, TX - June 2015 to August 2016

- Make hourly report of post activity and report to supervisor
- Observe cameras and property to ensure of damage control

Sales Associate

GAP Inc. - Houston, TX - October 2015 to January 2016

- Greet customers and assist customers as needed
- Educate customers on prices, sales and promotion of seasonal events

Seasonal Associate

EDUCATION

Bachelors in Biology

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Your Hospitality Staffing Professionals
665 Third St., Suite 415 • San Francisco, CA 94107

First and Last Name: Rochelle Banks
Email: rbanks296@gmail.com
Phone number: 832-812-6927

Working Experience:

Company Name: Empireon Marketing
Dates of Employment: 06/2016 - 07/2017

Job Responsibility:

- Diagnose customer technical issues for provided services
- Educate customer on pre-approved services
-
-

Company Name: Texas Southern University
Dates of Employment: 08/2016 - 05/2017

Job Responsibility:

- Check members into facility; upgrade/renew membership
- Take phone calls/set up appointments as needed
-
-

Company Name: Pams Club
Dates of Employment: 04/2016 - 09/2016

Job Responsibility:

- Greet customers
- Handle cash transactions
- Renew/establish memberships for customers
-

Skills

- 4+ years customer service field
- Microsoft Word, Excel efficient
-
-

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Employment Application

816-501-9067

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 Rochelle Arlene Bankston

Date: 11/17/17

Home Telephone (832) 212-6927

Other Telephone ()

Present Address 11980 Overbrook Ln

Permanent Address, if different from present address:

Email Address rhanks296@gmail.com

EMPLOYMENT DESIRED

Position applying for: Cashier/Server

Salary desired: 10.00/hourly

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

No

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

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? 11/20/17

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	<u>Any</u>	<u>Any</u>	<u>Any</u>	<u>Any</u>	<u>Any</u>	<u>Any</u>	<u>Any</u>
AM							
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?

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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.)

Pursuant to the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and conviction records.

EDUCATION & SKILLS

NAME OF SCHOOL	CITY & STATE	GRADE OR DEGREE COMPLETED	DID YOU GRADUATE?
Resolute Academy	Dallas, Texas	Diploma	yes
Texas Southern University	Houston, Texas	Bachelor's	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."		YES	NO
Are you proficient with Point of Sales Systems? If, so please list which ones under "Special."		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

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 Empireon Marketing
 Type of Business Retail
 Telephone No. ()
 Your Position and Duties Technical Support Agent: educate customer on pre-approved services, diagnose customer technical issues for provided services
 Supervisor's Name Neisha Stroker

Dates of Employment: From 6/2016 To 7/2017
 Reason for Leaving Scheduling differences
 Weekly Pay: Starting 10.50/hourly Ending 10.50/hourly

Name and Address of Employer Texas Southern University
 Type of Business University
 Telephone No. ()
 Your Position and Duties Operations Assistant: Check members into facility: upgrade/renew memberships
 Supervisor's Name Lisa Johnson

Dates of Employment: From 8/2016 To 5/2017
 Reason for Leaving Break from school
 Weekly Pay: Starting 9.00/hourly Ending 9.00/hourly

Name and Address of Employer Sams Club

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Type of Business Retail

Your Position and Duties Greet customers, handle cash transactions

Telephone No. ()

Supervisor's Name Tony Rodriguez

Dates of Employment: From _____ To _____

Weekly Pay: Starting _____ Ending _____

Reason for Leaving: _____

Name and Address of Employer _____

Type of Business _____

Your Position and Duties _____

Telephone No. ()

Supervisor's Name _____

Dates of Employment: From _____ To _____

Weekly Pay: Starting _____ Ending _____

Reason for Leaving: _____

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? If so, describe: _____

Yes _____ No ☒

JOB RELATED REFERENCES

List below three persons not related to you who have knowledge of your work performance within the last three years.

Name Lisa Johnson

Address 3100 Cluborne St

Telephone No. (713) 313-4857

Occupation Supervisor

Relationship Supervisor

Number of Years Acquainted 2

Name Lori Green

Address 3100 Cluborne St

Telephone No. (713) 313-7213

Occupation Admissions Coordinator

Relationship Mentor

Number of Years Acquainted 3

Name Neisha Smoker

Address 5231 College Avenue

Telephone No. (281) 686-0986

Occupation Trainer

Relationship Supervisor / Trainer

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

Rochelle Banks

Date

11/17/17

Cashier Test

Score 11 / 15

passed

1) A roll of quarters is worth?

- a) \$5.00
- ☒ b) \$10.00
- c) \$15.00
- d) \$20.00

2) A roll of dimes is worth?

- ☒ a) \$5.00
- b) \$4.00
- c) \$3.00
- d) \$2.00

3) A roll of nickels is worth?

- a) \$8.00
- b) \$6.00
- c) \$4.00
- ☒ d) \$2.00

4) A roll of pennies is worth?

- ☒ a) \$1.00
- b) \$0.75
- c) \$0.50
- d) \$0.25

5) What does POS stand for?

- a) Patience over standards
- b) Percentage of sales
- ☒ c) Point of sales
- d) People over service

6) What is the current sales tax rate in your city _____ ?

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 s you give back?

- a) \$4.06
- b) \$2.06
- ☒ c) \$7.06
- d) \$5.06

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 sho you give back?

- a) \$19.50
- ☒ b) \$14.50
- c) \$9.50
- d) \$4.50

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

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 a \$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

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

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 years old

14) What are the acceptable forms of ID for alcohol purchases?

State ID / License

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

100

Interview Note Sheet

Applicant Information

Name: <u>Rochelle Bankston</u>	Interviewer: <u>Quinn</u>
Date:	Rate of Pay:
Position (s) Applied for: <u>Serving / cashiering / prep work</u>	Referred by: <u>in bed</u>

Test Scores

Server	/35	%	Bartender	/35	%
Prep Cook	/15	%	Barista	/15	%
Grill Cook	/40	%	Cashier	/15	%
Dishwasher	/10	%	Housekeeping	/16	%

Seeking:

☐ Full-Time

☒ Part-Time

Relevant Experience & Summary of Strengths

People oriented
 leader qualities
 love to learn different things

Total of 4 plus in Food Service/Hospitality

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

South West

Certifications (if any)

TIPS

Serv-Safe

LEAD

Other _____

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?

Convention Candidate?

Other Languages Spoken: