

# **Tiffany Barron**

## **Customer services agent - Aetna Medicare**

Newark, NJ 07107

tiffanybarron49\_4vp@indeedemail.com - 862-576-4348

- Well-organized, efficient, and able to work in high pressure environments
  - Quick learner, self-motivated, and willing to train others
  - Adapt quickly to changing scenarios
  - Highly skilled in customer service, with the ability to communicate effectively
- Authorized to work in the US for any employer

## **WORK EXPERIENCE**

### **Customer services agent**

Aetna Medicare - Cary, NC - 2016 - Present

- Serves customers by determining requirements Resolving problems
- Fulfilling requests
- Maintaining database
- Maintained expectations regarding call quality and resolution time
- Administered logging procedures which included faxes, emails and web orders

### **Barista Nov**

Starbucks - Raleigh, NC - 2014 - Present

- Record orders as customers arrived at the facility
- Count money received by the customers
- Promotes coffee consumption by educating customers
- Sell coffee, coffee grinding and brewing equipment, accessories, and supplies
- Preparing and serving a variety of coffee drinks, along with pastries and cookies

### **Technical Support Specialist**

Apple - Raleigh, NC - 2013-06 - 2014-12

- Provided call center technical support for Apple products
- Diagnose and resolve technical software and hardware issues related to Apple products
- Accurately document accounts according to the subject of the call
- Process payments for warranties
- Escalate priority issues accordingly
- Provide alternative solutions accordingly

### **Host/Server**

Red Lobster - Union, NC - 2011-01 - 2013-06

- Greet guest personally and on the telephone
- Provide appropriate seating arrangements
- Maintain clean and organized spaces
- Answer questions regarding the menu
- Take orders and deliver food to the guest
- Process guest payment
- Performed cleaning duties such as sweeping, wiping down tables, and rolling silverware

JotForm <noreply@jotform.com>

Tue, Dec 12, 2017 at 9:26 AM

Reply-To: tiffanybarron3208@gmail.com

To: debbie@acrobatoutsourcing.com, josephine@acrobatoutsourcing.com

## Employment Application New Jersey

First Name	Tiffany
Last Name	Barron
E-mail Address	<a href="mailto:tiffanybarron3208@gmail.com">tiffanybarron3208@gmail.com</a>
Phone	<a href="tel:862-576-4348">862-576-4348</a>
Address	<a href="#">97 Heller Parkway</a>
Unit or Number	2
City, State	Newark, NJ
Zip Code	07117
What region(s) are you applying to work within?	New Jersey
Which position(s) are you applying for?	Server Barista
Are you applying for:	Full-Time Part-Time
When can you start?	12-14-2017
Can you work overtime?	Yes
How did you hear about us?	Google
If you were referred, please tell us by whom:	
What days/times can you work? Select all that apply:	Monday AM Monday PM Tuesday AM Tuesday PM Wednesday AM Wednesday PM Thursday AM Thursday PM Friday AM Friday PM Saturday AM Saturday PM Sunday AM Sunday PM

Do you have any planned vacations or extended leave in the next 12 months? (If no, leave blank)



Have you ever applied to or  
worked for Acrobat before? No

Do you have any friends or  
relatives working for  
Acrobat? If so, please let us  
know who:

If hired, would you have  
reliable means of  
transportation to and from  
work? Yes

If hired, can you present  
evidence of your legal right to  
live and work in this country? Yes

State age if under 18. If you  
are under 18, hire is subject  
to verification that you are of  
minimum age to work.

Are you able to perform the  
essential functions of the job  
for which you are applying? Yes

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.)

Name of School Barringer

City & State Newark, NJ

Grade/Degree 12th

Graduated? Yes

Do you have any special  
licenses? (If so, label under  
"Special") No

Are you computer literate? (If  
so, label which programs  
under "Special") No

Are you proficient with Point  
of Sale systems? (If so, label  
which under "Special") No

Do you have any experience,  
training, qualifications or  
special skills? (If so, label  
under "Special") No

Special:

Are you currently employed? No

Can we contact your current  
employer? No

Name and Address of  
Employer Starbucks 4325 Glenwood ave Raleigh, NC

Type of Business	Coffee shop
Phone Number	919-788-0656
Your Position & Duties	Provided Excellent Customer Service, Prepared coffee food and other beverages for guest. Kept facility clean and tidy.
Date of Employment (from/to):	11-15-14 /10-20-17
Reason for Leaving	Relocated to another state
Still Employed:	No
Name and Address of Employer	Buffalo wild wings
Type of Business	Restaurant
Phone Number	919-206-4497
Your Position & Duties	Took guest orders, help guest with menu items,wiped and cleaned tables, provided excellent guest experience for each guest.
Date of Employment (from/to):	05-06-13 / 06-09-14
Reason for Leaving	To further my education
Still Employed:	No
Name and Address of Employer	
Type of Business	
Phone Number	
Your Position & Duties	
Date of Employment (from/to):	
Reason for Leaving	
Still Employed:	
Have you ever been fired from a previous place of employment? If yes, please explain:	
Have you obtained any special skills or abilities as the result of service in the military? If yes, please explain:	No
First Name	Jarvis
Last Name	Black
E-mail Address	usnblack@gmail.com
Phone	7326445966
Relationship:	Business partner
Years Acquainted:	5
First Name	Alexus
Last Name	Mckoy



E-mail Address

Phone

201-673-8284

Relationship:

Previous co worker

Years Acquainted:

3

First Name

Last Name

E-mail Address

Phone

Relationship:

Years Acquainted:

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.

(Checked box indicates acknowledgement)

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.

(Checked box indicates acknowledgement)

I hereby authorize Acrobat Outsourcing and its

(Checked box indicates acknowledgement)

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.

(Checked box indicates acknowledgement)

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.

(Checked box indicates acknowledgement)

I hereby acknowledge that I have read and understand the above statements.

(Checked box indicates acknowledgement)

Applicant Digital Signature  
(Type Name):

Tiffany Barron

Date:

12-12-2017

Please Attach Resume  
Below

[Resume\(1\).docx](#)

You can [edit this submission](#) and [view all your submissions](#) easily.



# Interview Note Sheet

Applicant Information	
Name: <u>Tiffany Barron</u>	Interviewer: <u>Jo Pak</u>
Date: <u>12/12/17</u>	Rate of Pay: <u>\$12</u>
Position (s) Applied for: <u>Server / Barista</u>	Referred by: <u>Indirect</u>

Test Scores					
Server	/35	%	Bartender	/30	%
Prep Cook	/15	%	Barista	/10	%
Grill Cook	/40	%	Cashier	/10	%
Dishwasher	/10	%	Housekeeping	/16	%

Seeking:
Full-Time
<u>Part-Time</u>

## Relevant Experience & Summary of Strengths

From NC just moved back home. Total of \_\_\_\_\_ in Food Service

Starbucks  
- Barista 3 years

Buffalo wild wings  
- server - 1 year

\* max travel up to 1 hour  
1/2

P.O.S. Experience: Y / N details: \_\_\_\_\_

## Transportation

☒ Car ☐ Public Transit ☐ Carpool ( Rider / Driver )

## Regions Available to work:

☐ North NJ ☐ South NJ ☒ Central NJ Newark ☐ Jersey Shore

## 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: \_\_\_\_\_