

LaShonda Montgomery

11212 Westpark Dr. Apt 932, Houston, TX 77042
Phone: (402) 415-3183; Email: shonda.montgomery@gmail.com

OBJECTIVE

To obtain a position as a Project Manager, that will enable me to use my exceptional leadership and multi-tasking skills. I possess 10 years of customer service background with five recent years of retail management experience, which attributes to my top-quality interpersonal and oral communication abilities.

Core Qualifications

- Scheduling
- Training / development
- Budgeting to Forecast
- Payroll
- Supply Management /Cost control
- Safety Promotions
- Inventory management
- Customer service
- Staff motivation and rendering results

WORK EXPERIENCE

Office Depot- Operations Manager

March 2017-Current

- Manage the freight team, and validate all freight is processed and put away in a timely manner
- Process all: buy-backs, damaged product returned to vendors, donations
- Plan and set all planogram changes throughout the store
- Manage the clearance items, and validate weekly price changes are updated
- Act as Leader on duty, manages the entire store production, keeping track with sales and goals

Lowe's Home Improvement –

Install Sales Manager / Project Manager

Oct. 2014-Aug 2016

- Coach and train sales specialist on installation process, taught them how to read and understand details so they could sale installs
- Encourage/ challenged sales specialist to meet sales goals to assist the install sales office in meeting forecasted budgets
- Managed the process of all installation, act as the liaison to the customers and the installers
- Completed: Jobsite inspections, paid installer bills
- Assist compliant customers with undivided attention addressing each concern to their satisfaction

Administration / Customer Service Manager

Aug. 2013-Oct 2014

- Responsible for the administrative / customer service function of the store
- Managed all personnel in the: cash office, checkouts and customer service desk, pricing coordinator
- Manage inventory and shrink to budget, order supplies weekly for the function of the entire store, closed payroll biweekly
- Create weekly work schedules for two departments and, approve/reject vacation using Kronos
- Handle customer complaint issues as they arise

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Front End Supervisor

May 2012- Aug 2013

- Evaluated cashier's performance daily and provided feedback to help improve excellent customer service
- Monitored all entrance and exit doors, answered all exit alarms daily
- Overseen cash transactions, cash reconciliations, account payment, secured money in and out of safe daily, validate and sign off on daily business folders regarding all sales transactions

Customer Service Cashier Mar. 2011- May 2012

- Answered the phones and provided switchboard for the entire store
- Handled returns, exchanges, credit card payments, filled out credit applications
- Helped mix customer requested paint colors and color matches
- Managed special orders for upper management and lower level department managers

Cox Communications – Technical Support Representative

Apr. 2010 – Jan. 2011

- Assisted customers with problems with: cable, Internet and home telephone services
- Provided solutions over the phone to customers with malfunctioning equipment
- Managed customer's billing accounts

Werner Enterprise – Road Breakdown Agent

Sept. 2009 – Apr. 2010

Customer Service Assistant

Jun. 2008- Sept. 2009

- Provided direct support to five Customer Service Managers which included scheduling approx. 50 – 100 appointments a day, creating shipment orders, entering trucking data and managing all correspondence between the Managers and the clients
- Managed all truck deliveries/pick-ups times and locations
- Assisted drivers over the road with repairs, breakdowns, DOT compliance by instructions either by routing them to terminals or providing direction for on the road repairs
- Arranged on site repairs or Tows in various rural counties
- Managed and negotiated all service expenses, and used PO to pay for repairs
- Served as the liaison between truck drivers and service shops

Kellogg Company - Production Worker

Jun. 2004 - May 2008

- Oversaw the production, processing, and packaging of cereal (forklift certified)
- Created and applied FDA vitamin requirements to all cereal produced

University of Kansas Financial Aid Office – Office Assistant

Aug. 2003- March 2005

- Processed all incoming mail and telephone calls, created and maintained all student files
- Archived folders for all members of the Financial Aid office

Wet Seal – Sales Associate

Jan. 2003- Jan. 2004

- Assisted customers with clothing purchases, organized and inventoried all new clothing shipments, designed the floor layout and mannequins

EDUCATION

Houston Community College

Program/Graduation: Licensed Vocational Nursing/ completed Dec. 2013
University of Nebraska – Omaha

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Major/Credits Complete: General Studies-BGS/ 110

SKILLS

Microsoft Office: Word, Excel, PowerPoint, Publisher; typing speed 37-45 wpm; alphabetical and numerical filing, American sign language (conversational), multi-tasking, leadership, technical support, logistics, adapt /learn quickly, Internal and external communications, Safety team member for three years, CPR certified

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

First and Last Name: LaShonda Montgomery
Email: Shonda.Montgomery@gmail.com
Phone number: 402 415 3183

Working Experience:

Company Name: Office Depot

Dates of Employment: Feb 2011 - March 2017

Job Responsibility:

- Manage Frei, LF Team
- Plan & set all Planogram changes
- Manage the clearance items, and validate weekly price changes
- Leader on duty, Door and Safe Key keeper

Company Name: Lowes

Dates of Employment: March 2011 - Aug 2011

Job Responsibility:

- Answered the phone & provided switch board for customer
- Overseen cash transaction, Account payments, secured money in safe
- Evaluated cashiers performance daily and provided feedback
- created weekly work schedules

Company Name: Cox Communications

Dates of Employment: April 2010 - Jan 2011

Job Responsibility:

- Assisted customers w/problem with cable, internet and home telephone services
- provided solutions over the phone
- managed customer bills and processed payment

Skills

- customer service skills,
- multi tasking
- internal and external communications
- Microsoft Office

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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 La Shonda. Montgomery Date: 12/22/17
 Home Telephone (402) 415 3183 Other Telephone ()
 Present Address 11212 west park drive Apt #932 Houston TX 77042
 Permanent Address, if different from present address:
 Email Address Shonda. Montgomery@gmail.com

EMPLOYMENT DESIRED

Position applying for: open Salary desired: open

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? ASAP

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 DAILY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
AM	<input checked="" type="checkbox"/>						
PM	<input checked="" type="checkbox"/>						

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

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Your Hospitality Staffing Professionals

Type of Business Retail

Telephone No. ()

Supervisor's Name Ruben

Your Position and Duties Operations Manager

Dates of Employment: From 03/2017 To 12/2017

Weekly Pay: Starting 16.00 Ending 16.00

Reason for Leaving: Looking to get out of the retail industry

Name and Address of Employer Office Depot, 1111 Houston Tx

Type of Business Retail

Telephone No. ()

Supervisor's Name AJ

Your Position and Duties Install Sales Manager

@ Lowes

Dates of Employment: From 03/2011 To 08/2014

Weekly Pay: Starting 11.00 Ending 18.50

Reason for Leaving: Change within the position, limited growth

Have you ever been fired from any previous place of employment? If so, please explain: NO

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: AJ

Telephone No. (281) 403-8300

Address: _____

Occupation: ASM (Lowes) Relationship: _____

Number of Years Acquainted: 5 yrs

Name: DAVID

Telephone No. (832) 942-1615

Address: _____

Occupation: ASM (Office Depot) Relationship: _____

Number of Years Acquainted: 4 months

Name: Val McSweeney

Telephone No. () email: Val@polyspecialize.com

Address: _____

Occupation: Event Coordinator

Relationship: previous employee

Number of Years Acquainted: 1 yr

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Your Position and Duties _____

Dates of Employment: From _____ To _____ Weekly Pay: Starting _____ Ending _____

Reason for Leaving: _____

Name and Address of Employer _____

Type of Business _____ Telephone No. (____) _____ Supervisor's Name _____

Your Position and Duties _____

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? 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: _____ Telephone No. (____) _____

Address _____

Occupation: _____ Relationship: _____ Number of Years Acquainted: _____

Name: _____ Telephone No. (____) _____

Address _____

Occupation: _____ Relationship: _____ Number of Years Acquainted: _____

Name: _____ Telephone No. (____) _____

Address _____

Occupation: _____ Relationship: _____ Number of Years Acquainted: _____

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Please Read Carefully, Initial Each Paragraph and Sign Below

fr 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.

gm 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.

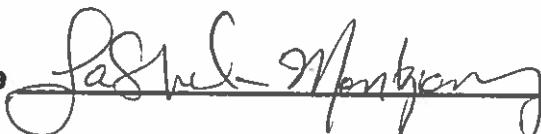
gm I hereby authorize Acrobat Outsourcing and its authorized representatives to solicit information regarding my background, which may include but not be limited to, information about my employment, education, and/or criminal history, which may be in the files of any federal, state, or local criminal justice and law enforcement agency and general public records history.

gm 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.

gm 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



Date

12/22/17

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

6.17

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?

$$\begin{array}{r}
 1.25 \\
 .90 \\
 .79 \\
 \hline
 2.94
 \end{array}$$

- 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?

$$\begin{array}{r}
 21.00 \\
 14.50 \\
 \hline
 35.50
 \end{array}
 \begin{array}{r}
 4.90 \\
 5.00 \\
 \hline
 9.90
 \end{array}$$

- 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

$$\begin{array}{r}
 3.75 \\
 3.75 \\
 \hline
 7.50
 \end{array}
 \begin{array}{r}
 1.25 \\
 1.25 \\
 \hline
 2.50
 \end{array}
 \begin{array}{r}
 2.50 \\
 2.50 \\
 \hline
 5.00
 \end{array}
 \begin{array}{r}
 3.25 \\
 3.25 \\
 \hline
 6.50
 \end{array}
 \begin{array}{r}
 78.50 \\
 58.50 \\
 \hline
 137.00
 \end{array}$$

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

B

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?

Valid ID or DL

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

100 or 200.00

Interview Note Sheet

Applicant Information

Name: <u>LeShanda Montgomery</u>	Interviewer: <u>Carrie</u>
Date: <u>12/22/17</u>	Rate of Pay:
Position(s) Applied for: <u>Cashier, Runners</u>	Referred by: <u>Craigslist</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

Total of 2 in Food Service/Hospitality

Amazing customer service skills
Provides reliable service
Knew how to have a good time
Great at multi-tasking
Would like to serve

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	<u>Southwest</u>

Certifications (if any)

TIPS Serv-Safe LEAD Other TABC 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
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Chef Coat	Chef Pants	Knives	<input checked="" type="checkbox"/> Black Pants	<input checked="" type="checkbox"/> Non-Slip Shoes	<input checked="" type="checkbox"/> Bow Tie	Other: _____
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Would you recommend this applicant for Acrobat Academy?

Convention Candidate?

Other Languages Spoken: