

✓ Thurs 7/8/19

Tambresha Durrah

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I am an efficient college student (BS in Marketing) currently attending Georgia State University. During the course of my academic career, I also managed to accrue 5 years of work experience. I had the privilege of working many jobs while maintaining my bachelors in Marketing. With these experiences, I've learned valuable professional skills such as customer retention, order processing and scheduling. In both my academic and professional life, I have been consistently credited as hard-working by my professors and peers. Whether working on academic, extracurricular, or professional projects, I apply proven planning, multitasking, and problem-solving skills, which I hope to leverage into this role at your company.

Willing to relocate: Anywhere
Authorized to work in the US for any employer

Work Experience

Packer

Duracell - Fairburn, GA
May 2019 to Present

- Create packaging for batteries.
- Maintaining supplies necessary for packages.
- Quality check on production line.

Banquet Server

Roswell Events - Roswell, GA
December 2017 to Present

Packer and Shipper

Sproxte - Atlanta, GA
December 2018 to May 2019

- Heat press on clothing such as t-shirts, hoodies, jerseys, etc.
- Print batons, signs, etc.
- Packing and shipping
- Customer service in-person, via phone and email

Banquet Server

Acrobat Outsourcing - Atlanta, GA
October 2017 to December 2018

Customer solutions agent

NEXXLINX CALL CENTER - Duluth, GA
October 2016 to May 2017

- Confer with customers by telephone or in person to provide

information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.

- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Determine charges for services requested, collect deposits or payments, or arrange for billing.
- Resolve customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills.

Lead hostess/coordinator

COPELAND'S CHEESECAKE BISTRO - Atlanta, GA

June 2016 to December 2016

- Greet guests and seat them at tables or in waiting areas
- Assign patrons to tables suitable for their needs and according to rotation so that servers receive an appropriate number of seats.
- Answer telephone calls and respond to inquiries or transfer calls.
- Maintain contact with kitchen staff, management, serving staff and customers to ensure that dining details are handled properly and customers' concerns are addressed.

Customer Service/Shipping supervisor

FLY NATION - Atlanta, GA

January 2015 to August 2016

- Supervise the activities of workers engaged in receiving, storing, testing, and shipping products or materials.
- Issue shipping instructions and provide routing information to ensure that delivery times and locations are coordinated.
- Schedule or monitor air or surface pickup, delivery, or distribution of products or materials.
- Respond to customers' or shippers' questions and complaints regarding storage and distribution services.
- Track and trace goods while they are en route to their destination, expediting orders when necessary.
- Arrange for necessary shipping documentation and contact customs officials to effect release of shipments.
- Arrange for storage facilities when required.
- Confer with customers by telephone or in person to provide information about products and services, take or enter orders, cancel accounts, or obtain details of complaints.
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Refer unresolved customer grievances to designated departments for further investigation.
- Compare disputed merchandise with original requisitions and information from invoices and prepare invoices for returned goods.
- Fill in for positions like the customer service representative, serving customers via phone, chat, and email.

Education

BA in Marketing

Georgia State University - Atlanta, GA

May 2017 to Present

BA in Marketing

CLAYTON STATE UNIVERSITY - Morrow, GA

August 2013 to May 2015

Skills

Receptionist, Scheduling, Customer Service (5 years), Packaging, Quality Control

Certifications/Licenses

Driver's License

Assessments

Customer Focus & Orientation — Highly Proficient

July 2019

Responding to customer situations with sensitivity.

Full results: https://share.indeedassessments.com/share_assignment/cy1ceolbegssgsxl

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Multiple Choice

D 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

A 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

C 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 dinning 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

A Scullery

A. Metal buffet device used to keep food warm by heating it over warmed water

B Queen Mary

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 Chaffing Dish

C. Used to hold a large tray on the dining floor

D French Passing

D. Area for dirty dishware and glasses

E Russian Service

E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

F Corkscrew

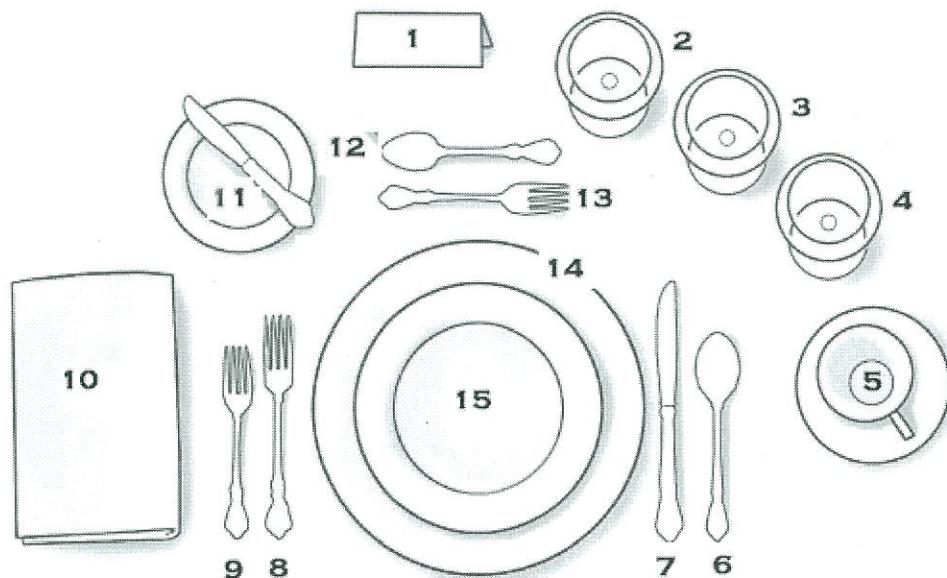
F. Used to open bottles of wine

G Tray Jack

G. Style of dining in which the courses come out one at a time

Servers Test

Score / 35



Match the Number to the Correct Vocabulary

✓ <u>10</u>	Napkin	✓ <u>8</u>	Dinner Fork
✓ <u>11</u>	Bread Plate and Knife	✓ <u>5</u>	Tea or Coffee Cup and Saucer
✓ <u>1</u>	Name Place Card	✓ <u>7</u>	Dinner Knife
✓ <u>12</u>	Teaspoon	✗ <u>3</u>	Wine Glass (Red)
✓ <u>13</u>	Dessert Fork	✓ <u>9</u>	Salad Fork
✓ <u>6</u>	Soup Spoon	✓ <u>14</u>	Service Plate
✓ <u>15</u>	Salad Plate	✗ <u>2</u>	Wine Glass (White)
✓ <u>4</u>	Water Glass		

Fill in the Blank

1. The utensils are placed 3 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? sugar, Sweetner
3. Synchronized service is when: servers wait on lead to serve each table all at once.
4. What is generally indicated on the name placard other than the name? _____
5. The Protein on a plate is typically served at what hour on the clock? 9 o'clock / 9:00
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? inform the kitchen & the manager