

Malisha Ngumezi**San Francisco, CA****(415) 571-1878****malishangumezi@gmail.com****OBJECTIVE:** To obtain a security position within a great company with room for growth.**SUMMARY OF QUALIFICATIONS**

- 4 years of experience in Customer Service
- 2 years of experience in Administrative Assistant

AREAS OF PROFESSIONAL EXPERTISE

• Excellent Customer Service	• Answer Multi-phone lines	• Capable of lifting 50lbs
• Team Leader	• Punctual	• Fast Learner
• Administrative Support	• Approachable	• Extremely Outgoing
• Multi-Tasking	• Detailed Orientated	
• Work with a diverse multi-generational population	• Solve clients request	
	• Honest	
	• Reliable	

RELEVANT PROFESSIONAL EXPERIENCE**Customer Service**

- Check to ensure that appropriate changes were made to resolve customers' problems.
- Resolve customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills.
- Determine charges for services requested
- Analyzed data to determine answers to questions from customers or members of the public.
- Greet guest entering the office

Janitor

- Sweep and mop floors.
- Cleaning of buildings
- Clean windows, glass partitions, and mirrors
- Use cleaning solutions to remove stains and clean surfaces
- Clean and disinfect workout equipment

Administrative Assistant

- Answered telephones and directed approximately 20-100 calls to appropriate staff daily.
- Collected, sorted, distributed, or prepared mail and messages
- Scheduled 50-100 appointments, maintained and updated appointment calendars weekly.
- File, fax, scan and email
- Compose files, flyers, certificate of completions, boards for upcoming events and maintain office supplies

WORK HISTORY

1/2014- 10/2016	Office Assistant	YCD	San Francisco, CA
9/2015-1/2015	Hostess	Cala Restaurant	San Francisco, CA
6/2014-10/2014	Public Service Aide	DPW	San Francisco, CA
11/2013-11/2014	Janitor	Soulcycle	San Francisco, CA
5/2013-10/2013	Team Member	Soup Company	San Francisco, CA
7/2012-8/2012	Youth Intern	New Door Adventures	San Francisco, CA
4/2012-6/2012	Youth Trainee	San Francisco Conservation Corp	San Francisco, CA

Malisha Ngumezi

San Francisco, CA

(415) 571-1878

malishangumezi@gmail.com

TECHNICAL SKILLS

MS Office (Outlook, Word, PowerPoint, Excel)

EDUCATION

Diploma

2011

Independence High School of San Francisco, CA

Caregiver Certification

2015

Home Bridge Care of San Francisco, CA

Acrobat

outsourcing

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

First and Last Name: Malisha Ngomez
Email: Malisha Ngomez
Phone number: 707-304-634

Working Experience:

Company Name: Blue Crew

Dates of Employment: Jun - 17 - Jan - 18

Job Responsibility:

- Alt + Wall Park
- Six flag
- Great America
-

Company Name: _____

Dates of Employment: _____

Job Responsibility:

-
-
-
-

Company Name: _____

Dates of Employment: _____

Job Responsibility:

-
-
-
-

Skills

- Casher
- Customer service
-
-