

**OBJECTIVE:** To obtain a security position within a great company with room for growth.

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### **SUMMARY OF QUALIFICATIONS**

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- **4 years of experience in Customer Service**
  - **2 years of experience in Administrative Assistant**
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### **AREAS OF PROFESSIONAL EXPERTISE**

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

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#### **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
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### **WORK HISTORY**

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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**

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**TECHNICAL SKILLS**

*MS Office (Outlook, Word, PowerPoint, Excel)*

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**EDUCATION**

**Diploma**

2011

Independence High School of San Francisco, CA

**Caregiver Certification**

2015

Home Bridge Care of San Francisco, CA

# Acrobat

outsourcing

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

## Working Experience:

Company Name: Blue crew

Dates of Employment: Jun - 17 - Jan - 18

Job Responsibility:

- AT&T Ball park
- Six flag
- Great America
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Company Name: \_\_\_\_\_

Dates of Employment: \_\_\_\_\_

Job Responsibility:

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Company Name: \_\_\_\_\_

Dates of Employment: \_\_\_\_\_

Job Responsibility:

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## Skills

- Cashier
- Customer services
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