

**Submission Date**

08-06-2018 13:31:20

**First Name**

Alisha

**Last Name**

Sheard

**E-mail Address**

shante0305@yahoo.com

**Phone**

862-220-7953

**Address**

75 Roland Ave.

**Unit or Number**

Floor 2

**City, State**

South Orange, NJ

**Zip Code**

07079

**What region(s) are you applying to work within?**

- New Jersey

**Which position(s) are you applying for?**

- Server
- Housekeeper
- Dishwasher

**Are you applying for:**

- Full-Time
- Part-Time

**When can you start?**

Monday, August 06, 2018

**Can you work overtime?**

Yes

**How did you hear about us?**

- Referral

**If you were referred, please tell us by whom:**

Andrew Phillips

**What days/times can you work? Select all that apply:**

- Monday AM

- Monday PM
- Tuesday AM
- Wednesday AM
- Thursday AM
- Saturday AM

**Have you ever applied to or worked for Acrobat before?**

No

**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

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

Yes

**Name of School**

Essex County College

**City & State**

Newark, NJ

**Grade/Degree**

Music Major

**Graduated?**

No

**Do you have any special licenses? (If so, label under "Special")**

No

**Are you computer literate? (If so, label which programs under "Special")**

Yes

**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

**Are you currently employed?**

No

**Can we contact your current employer?**

Yes

**Name and Address of Employer**

Lincoln-Hubbard Elem. School  
Summit, NJ

**Type of Business**

Pomptonian Food Service

**Phone Number**

908-273-1494

**Your Position & Duties**

Position & Duties Include:

COOK.

Maintain a clean, sanitized work environment.

Record time & temp. of cold daily.

Record time & temp of hot food/per lunch.

Clean, cut & prepare food for all students including teachers.

Clean & prepare assortments of fruit & vegetables for shift

Pre-Order, organize, & face all condiments, drinks, trays & utensils for shift & days to follow.

Serve hot & cold food to everyone.

**Date of Employment (from/to):**

Sep 2017/May2018

**Reason for Leaving**

Laid Off

**Still Employed:**

No

**Name and Address of Employer**

IKEA 1000 Ikea Drive Elizabeth, NJ 07201

**Type of Business**

Retail

**Phone Number**

908-352-1000

**Your Position & Duties**

Position & Duties Include:

Customer Service Rep.

Excellent customer Service

Answering inbound telephone calls that include assisting customers who have questions or need advice on product.

Providing return authorizations as necessary.

Accurately processing credit cards or refunds or store credit

Checking in inventory received from vendors as needed in the receiving dept.

**Date of Employment (from/to):**

April 2014/August 2016

**Reason for Leaving**

Laid Off.

**Still Employed:**

No

**Name and Address of Employer**

Whole Foods Market Vauxhall, NJ

Whole Foods Market Montclair, NJ

**Type of Business**

Retail

**Phone Number**

973-746-5110

**Your Position & Duties**

Position & Duties Include:

Venue Service Team Member

Restock Fridge

Prep food for service

Learn menu items for customer Questions

Take Orders, Process orders, & serve food.

Cash handling

Answer call in orders

Cleared & clean tables

Serve beer &/or wine

Position & Duties Include:

Prep Foods Team Member

Excellent Customer Service

Prepare food for cold case

Unloaded deli products & transferred product to proper storage rooms

Set up cold food case display

Record & note temp. of food in food casings

Cut, sliced, weighed & priced all meats & cheeses including cold food as well to customers expectations in a considerate manner

Greeted all customers throughout the day

Promoted the new ongoing promotion of new produce/product as well as markdown items.

Maintained a clean, sanitized work environment

Answer phone orders catering orders included.

**Date of Employment (from/to):**

Dec 2012-Oct 2013

**Reason for Leaving**

Laid Off

**Still Employed:**

No

**First Name**

Candacy

**Last Name**

Mannings

**E-mail Address**

CMannings@WF.com

**Phone**

908-546-0157

**Relationship:**

Former Supervisor



**Years Acquainted:**

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**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 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.**

- (Checked box indicates acknowledgement)

**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):**

Alisha Sheard

**Date:**

 Monday, August 06, 2018

# Alisha Sheard

## WORK EXPERIENCE

### **Pomptonian Food Service**

Lincoln-Hubbard Elem School – Summit, NJ – September 2017 to Present

- Excellent customer service
- Maintain a clean, sanitized work environment throughout entire shift
- Keep record of time & temp. of cold fridge daily
- Keep record of time & temp. of hot food per lunch
- Clean, cut & prepare food for all students including teachers
- Clean & cut assortment of fruits & vegetables for shift
- Pre-Order , organize, & face all condiments, drinks, trays & utensils for shift & days to follow
- Serve hot & cold food to everyone

### **Retail Sales Consultant**

Sprint Connect - Orange, NJ - November 2016 to Present

- Cash handling Opening & closing shifts
- Provide consultations to every customer for any wireless/mobility needs that included in a sale
- Deliver outstanding customer service
- Meet or exceed key performances that result in a collection of Commission funds & customer satisfaction
- Accurately sets up accounts, so all devices are ready for use
- Troubleshoot for customer billing and/or account issues
- Receives training weekly to further skills
- Complies with all Sprint Connect policies & procedures

### **Customer Service Representative**

IKEA - Elizabeth, NJ - April 2014 to August 2016

- Opening and checking in all inbound packages.
- Interfacing with the accounting system to record transactions.
- Communicating with customers over the phone and in writing via our customer contact manager to resolve questions or concerns.
- Accurately processing credit card refunds or store credits.
- Answering inbound telephone calls, that include:
  - Assisting customers who have questions or need advice on selecting product.
  - Placing phone orders for customers who prefer not to order online.
  - Answering questions regarding warranty issues and providing return authorizations as necessary.
  - Assisting with lost packages or errors in shipment.
  - Assisting the Order Processing Dept. with outbound orders on high volume days.
- Checking in inventory received from vendors, as needed in the receiving dept.

### **Venue Service Team Member (Back of the House)**

Whole Foods - Montclair, NJ - June 2013 to October 2013

- Provided excellent customer service
- Prepared Food for food case
- Unloaded deli products and transferred products to proper storage rooms
- Set Up cold food case display
- Record and note temperature of food in food casings
- Cut, sliced, weighed and priced all meats & cheeses including cold food as well, to customer's expectations in a considerate manner
- Greeted all customers throughout the day
- Maintained a clean, sanitized work environment daily
- Promoted the new ongoing promotion of new produce/products as well as markdown items
- Answered phone orders (catering orders included)
- Abided by business policies as stated in the worker handbook

### **Venue Service Team Member (Front of the House)**

Whole Foods Market - Vauxhall, NJ - December 2012 to June 2013

- Restocked fridge, utensils, and condiments before venue was open for public
- Prepared some food for service
- Learn menu items for any customer's questions
- Welcomed each guest at their table & proceeded to take their beverage & food order
- Arrived with beverage & food promptly
- Checked back momentarily at table to ensure each guest was satisfied
- Handled cash register for checkout for each table
- Cleared & cleaned all tables
- Cleaned & sanitized work areas in the venue at the end of each shift

### **Cashier**

Eden Gourmet Marketplace - South Orange, NJ - March 2008 to January 2012

- Greeted each customer entering the marketplace
- Providing excellent customer service skills
- Cash handling
- Performed returns on an item after attempting to make it into an exchange.
- Maintained a clean, organized work area throughout an entire shift
- Guiding & solving inquiries for customers
- Train & assist new hires
- Sign off for cash drawer at the end of each shift

### **EDUCATION**

#### **High School Diploma**

Columbia High School - South Orange, NJ (2005-2009)

Essex County College Newark - Newark, NJ (2009-Pending)