

# Clintetta Thompson

Dallas, TX 75210

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To secure a position with a well established organization with a stable environment that will lead to a lasting relationship in the industry.

Authorized to work in the US for any employer

## Work Experience

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### **Teacher**

King Arthur's Castle of Little Tikes - Sunnyvale, TX

April 2018 to Present

Organize activities or implement a curriculum that allow children to learn about the world and explore interests

Develop schedules and routines to ensure that children have enough physical activity, rest, and playtime

Keep records of children's progress, routines, and interest

Supervising the children and treating them with dignity and respect

### **Cook**

Cool River Cafe - Dallas, TX

September 2017 to December 2017

Followed recipes and/or product directions for preparing, seasoning, cooking, tasting, carving and serving food items which may include soups, meats, vegetables, desserts and other food and beverage products

Tasted products, followed menus, estimated food requirements

Checked production and kept records in order to accurately plan production requirements and requisition supplies and equipment as needed

Cleaned and sanitized work stations and equipment

Practiced excellent food safety and sanitation practices and complies with HACCP standards

Operated a variety of kitchen equipment

Measured temperature of products

### **Participant Service Representative**

Mercer - Dallas, TX

October 2016 to December 2016

Provided Exceptional Customer Service during telephone inquiries and requests from plan participants

Offered telephone support to website users

Informed Participants about health and benefit options

Researched complex requests and respond ensuring customer satisfaction

### **Sales Consultant**

Frontier Communications - Allen, TX  
November 2015 to February 2016

- Met customer needs within assigned sales territory
- Educated customers on products and services and
- Kept records of completed sales
- Set Appointments
- Followed Up with customers
- Sent out necessary documents for customer to complete; if needed

### **Travel Care Professional**

Teleperformance -American Express - Dallas, TX  
April 2015 to September 2015

- Presented extraordinary customer care to a high end client base
- Assisted customers with navigating client web sites and booking reservations
- Provided solutions to any inquiries or complaints card member may have
- Assisted with travel reward redemption questions
- Gathered information to document accurately and efficiently

### **Trusted Medicare & Retirement Benefits Advisor**

Optum (Seasonal) - Irving, TX  
May 2014 to December 2014

- Responded to inbound pharmacy/customer calls
- Documented prescription claims with regards to member eligibility, benefit parameters applied, determination of prior authorization or overrides and exceptions in the system
- Handled pharmacy/pharmacist contacts via telephone calls regarding insurance authorization, benefits, claims, and general assistance.
- Delivered the highest quality customer service through the execution of on every pharmacy/ pharmacist interaction in a fast-paced call center
- Completed calls expeditiously, accurately, and in a professional manner

### **Benefit Advisor**

Extend Health (Seasonal) - Richardson, TX  
May 2013 to December 2013

- Assisted with customer service-related issues as needed
- Conducted needs analysis and enrollment meetings
- Built relationships with clients through proactive communications
- Advised clients on reducing costs while offering competitive benefits options
- Successfully and strategically serviced and maintained assigned book of business

### **Cook**

Sodexo (Semester Position) - Commerce, TX  
September 2011 to January 2012

- Cooked foodstuffs according to menus, special dietary or nutritional restrictions, or numbers of portions to be served.
- Apportioned and serve food to facility residents, employees, or patrons.
- Cleaned, cut, and cook meat, fish, or poultry.

Washed pots, pans, dishes, utensils, and other cooking equipment.  
Compiled and maintain records of food use and expenditures.  
Directed activities of one or more workers who assist in preparing and serving meals.

### **Caregiver**

Shining Star Learning Center - Dallas, TX

February 2011 to August 2011

Maintained a safe play environment.  
Communicated with children's parents or guardians about daily activities, behaviors, and related issues.  
Supported children's emotional and social development, encouraging understanding of others and positive self-concepts.  
Instructed children in health and personal habits, such as eating, resting, and toilet habits.  
Dressed children and change diapers.  
Observed and monitor children's play activities.

### **Cook**

King Arthur's Castle for Little Tikes - Sunnyvale, TX

April 2010 to 2011

Prepared nutritious meals and snacks for enrolled children  
Planned for purchases in regard to all food and non-food items needed to complete task  
Maintained a safe and sanitary kitchen, pantry, and storage area  
Distributed food to classrooms  
Kept daily record of menus  
Practiced safe food handling techniques in food preparation and storage

### **Breakfast Hostess/ Front Desk Representative**

La'Quinta Inn & Suites - Mesquite, TX

October 2008 to April 2009

Prepared breakfast foods with correct procedure for guest.  
Maintained breakfast line to ensure that all foods remained at safe temperatures. Cleaned and organized kitchen and food stuffs.  
Created and cancelled guest reservations.  
Accommodated guest with needed items.  
Arranged business meetings and events.

## Education

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### **Bachelor's in Education**

Texas A&M-Commerce University - Commerce, TX

August 2011 to Present

### **Associates of Applied Science in Culinary Arts**

Remington College - Dallas, TX

July 2008 to August 2010

## Skills

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Communication, Multi-Tasking, Microsoft Excel, Oral Communication, Microsoft Word, Culinary, Food Service

## Certifications/Licenses

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**First Aid CPR AED**