

Clintetta Thompson

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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

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

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

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

Certifications/Licenses

First Aid CPR AED