

# Tanicha Reed

San Bernardino, CA  
[tanichanreed@gmail.com](mailto:tanichanreed@gmail.com)  
9096482615

A customer service position with a growing company.

Willing to relocate: Anywhere  
Authorized to work in the US for any employer

## Work Experience

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### **Grill Cook**

Acrobat Outsourcing (Bon Appetit) - Redlands, CA  
September 2018 to Present

Preparing hamburgers veggie burgers chicken sandwiches and pizzas daily. Prepping and cutting vegetables fresh daily.

### **Driver**

Kona Ice - Mira Loma, CA  
April 2017 to Present

Drive to different events serving shaved ice

### **Shift Supervisor**

Carl's Jr - Ontario, CA  
September 2014 to November 2016

#### Responsibilities

Cash handling customer service taking drive thru orders on wireless head set distribute orders to customers. clean and sterilize dine and restrooms

#### Skills Used

Knowledge of POS system

### **Order Taker**

Robertson's Ready Mix/ Western Staffing Solutions - Corona, CA  
August 2014 to September 2014

#### Responsibilities

Placing orders for concrete dispatching drivers to job site, quote future customers for Concrete

#### Skills Used

Utilize multi line phone and headset, typing skills, dispatching

### **sales transaction assistant**

Best buy - Apple Valley, CA  
September 2013 to January 2014

### **Responsibilities**

Sales Transaction Assistant provides friendly, fast and accurate processing of all types of customer transactions by providing velocity and solutions support, ensuring no customer is ever left unserved or underserved. Provided quality customer service; resolved customer complaints and requests for refunds, exchanges, and adjustments; arranged delivery of merchandise and service provided in the home; directed customers to appropriate sales area; answered customer's questions via telephone; Answered multi-line phones; maintained records in files; completed data entry.

### **Cashier**

Carl's Jr - Riverside, CA

October 2012 to May 2013

Received customer order; provided excellent customer service; used cash register to simultaneously record order and compute totals; ensured customer received correct order in a timely manner; cooked various food items; maintained and cleaned an orderly eating and serving area; cleaned customer tables and chairs as needed

### **Customer Care Agent**

ACS - San Antonio, TX

September 2011 to January 2012

Provided quality customer service; resolved customer complaints and requests for refunds, exchanges, and adjustments; arranged delivery of merchandise and service provided in the home; directed customers to appropriate sales area; answered customer's questions via telephone; Answered multi-line phones; maintained records in files; completed data entry.

### **Cashier**

Chipotle Mexican Grill - San Antonio, TX

February 2011 to August 2011

Received customer order; provided excellent customer service; used cash register to simultaneously record order and compute totals; ensured customer received correct order in a timely manner; cooked various food items; maintained and cleaned an orderly eating and serving area; cleaned customer tables and chairs as needed;

### **Customer Service Ambassador**

University Health System - San Antonio, TX

May 2010 to October 2010

Provided excellent customer service; typed documents using 50 wpm; Operated office machinery such as fax machine, printer, ; filed alphabetically and numerically; Made appointments for patients and answered visitors" questions; Received, sorted and delivered mail; answered multi-line phones.

### **Cafeteria Worker**

San Bernardino City Unified School District - San Bernardino, CA

April 2007 to October 2009

Performed Inventory Control; had complete knowledge of restaurant menu and prices; washed, peeled, cut, and shredded vegetables and fruits for salads, desserts and other dishes, baked bread, rolls, cookies, , operated blenders, mixers, grinders, slicers, and other cooking equipment; provided excellent customer service; received customer orders.

### **Food Service Worker**

Redlands Community Hospital - Redlands, CA  
February 2007 to May 2008

Received customer order; provided excellent customer service; used cash register to simultaneously record order and compute totals; ensured customer received correct order in a timely manner; cooked various food items; maintained and cleaned an orderly eating and serving area; cleaned customer tables and chairs as needed;

## Education

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### **Certificate**

Concorde Career College - San Bernardino, CA  
2005

### **High School Diploma**

Ridge View High School - Columbia, SC  
2004

## Skills

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customer service, cooking, word, microsoft office

## Additional Information

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Skills: Type 50 wpm Operate all office equipment  
Excellent customer service Cashiering Knowledge  
Inventory Skills Knowledge of POS System  
File alpha and numeric order Computer Knowledge