

**Crystal L. McGlorie**  
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**Objective:** To obtain a position with a firm that will utilize my skills and provide growth potential.

**Employment History:**

**Contemporary Services Corporation – (12/23/13 – Present)** - 2154 W. 190th Street – Torrance, CA 90504 – (310)320-7223  
**Event Attendant/Guest Services Rep.** – Provided general support on an “as needed” basis at various events. Primarily greeting the public, observing the facility, answering questions, giving directions and event information, ushering, ticket taking, directing traffic, parking and assisting security with crowd control.

**CVS/Pharmacy – (7/09 – 1/20/13)** - 3751 Wilshire Blvd. – Los Angeles, CA 90005 – (800)746-7287  
**Cashier/Sales Associate:** Greeted customers and processed all sales, returns, exchanges and adjusted price modifications. Scanned items and discount cards with barcode scanner. Totaled price, collected payments and issued change and receipts. Counted initial funds, managed cash flow, balanced drawer, answered phones and bagged merchandise. Downtime involved monitoring self checkout stands, maintaining visual standards and store upkeep, organizing shopping carts, facing, price checks, unloading the shipment and stocking the shelves and assisting with merchandise selections.

**Kass & Company – (10/96 – 5/09)** - 3801 S. Broadway Street – Los Angeles, CA 90037 – (323)232-4411  
**Customer Service Rep./Relief Receptionist:** Reviewed and processed orders, tracked shipments, input account information and resolved discrepancies. Also conducted status calls, traced and filed invoices, answered the switchboard and relieved the receptionist during break.

**Manpower Temporary Services – (6/94 – 10/96)** - 10635 Santa Monica Blvd. – West L.A., CA 90025 – (310)470-0960  
**General Office Clerk:** Functioned in a temporary capacity through an employment agency for various industries. Task included: general office, reception, pbx, customer service, proofreading, data entry, filing, faxing, photocopying, mailroom, light accounting, typing and 10 key.

**Lee's Beauty Supply – (9/88 – 1/94)** - 1720 S. Western Avenue – Los Angeles, CA 90006 – (213)730-6606  
**Sales Assistant:** Interacted with customers and provided product knowledge, ideas and price quotations. Restocked shelves, showed line of merchandise, arranged display headings, maintained inventory, priced merchandise and resolved issues.

**Los Angeles Daily Journal – (7/6/87 – 8/31/88)** - 915 East 1st Street – Los Angeles, CA 90012 – (213)229-5300  
**PBX Switchboard Operator:** Answered the switchboard for a legal publication that focused primarily on attorneys, judges and law firms. Directed calls to the appropriate departments. Took messages, separated invoices, stuffed envelopes and provided legal assistance with the court rules, daily appellate report, court houses and bar results.

**Archer Courier Messenger Service – (10/86 – 1/87)** - 1313 West 8th Street, #114 – Los Angeles, CA 90014 – (213)484-5100  
**Call Center Customer Service Agent:** Handled inquiries, telephone orders and complaints. Conducted status calls, tracked orders, filed invoices and coordinated paperwork tasks.

**Sierra College of Business – (8/83 – 8/86)** - 225 West 8th Street, #1200 – Los Angeles, CA 90014 – (213)628-9322  
**Administrative Clerk:** Provided administrative support that involved multiple tasks ranging from switchboard relief, proofreading, light 10 key, faxing, filing, typing, mailings, database update, photocopying and journal posting of accounts receivables.

**May Company Department Store – (6/82 – 5/83)** - 801 S. Broadway Street – L. A., CA 90014 – (213)488-4141, Ext. 2655  
**PBX Switchboard Operator:** Worked in a call center and was accountable for receiving and forwarding incoming telephone calls to 18 May Company locations throughout Southern California.

**(Additional Employment)**

Food Server/Gift Wrapper/Market Research Interviewer/ LSAT Evaluator/Telemarketer/Warehouse Packer **(Seasonal/Temporary)**

**Education:**

Creative Skills & Healthcare Training, L.A., CA \* Course of Study: Home Health Aide – (CHHA Certificate) – Summer 1998  
Santa Monica College, Santa Monica, CA \* Course of Study: General Education – (Fall 1994 – Fall 1995)  
West L.A. College, Culver City, CA \* Course of Study: Business Administration – (Spring 1992)  
Los Angeles City College, L.A., CA \* Major: Education (A.A. Degree) – Minor: Business Administration  
George Washington High School, L.A., CA \* Course of Study: General Education/College Prep. Courses – (H.S. Diploma)

**License/Certificates/Registrations:** First Aid & CPR (B.C.L.S.)

**Computer Skills:** Microsoft Word, Microsoft Windows 98 & 2000, Apple Macintosh, CRT, IBM PC & Internet Explorer.

**Languages:** Spanish (Very little)

**Additional Training:** Medical/Legal Terminology & P.O.S. Cash Register

**Membership/Affiliations:** UCLA School of Law Jurors





- B 1) A roll of quarters is worth?  
a) \$5.00  
b) ☒ \$10.00  
c) \$15.00  
d) \$20.00
- A 2) A roll of dimes is worth?  
a) ☒ \$5.00  
b) \$4.00  
c) \$3.00  
d) \$2.00
- D 3) A roll of nickels is worth?  
a) \$8.00  
b) \$6.00  
c) \$4.00  
d) ☒ \$2.00
- A 4) A roll of pennies is worth?  
a) ☒ \$1.00  
b) \$0.75  
c) \$0.50  
d) \$0.25
- C 5) What does POS stand for?  
a) Patience over standards  
b) Percentage of sales  
c) ☒ Point of sales  
d) People over service
- 9.25 6) What is the current sales tax rate in your city 9.25 ?
- C 7) A customer buys a bowl of soup for \$1.25, an apple \$0.90 and a soda is \$0.79. If you are given \$10.00 how much change should you give back?  
a) \$4.06  
b) \$2.06  
c) ☒ \$7.06  
d) \$5.06
- B 8) A customer buys two shirts for 10.50 each and two ball caps for \$7.25 each. If you are given \$50.00 how much change should you give back?  
a) \$19.50  
b) ☒ \$14.50  
c) \$9.50  
d) \$4.50
- D 9) A customer buys soda for \$3.75 and a hot dog for \$4.25. If you are given \$20.00 how much change should you give back?  
a) \$6.00  
b) \$8.00  
c) \$10.00  
d) ☒ \$12.00
- A 10) A customer buys two hamburgers at \$3.75 each, two bags of chips at \$1.25 each, two cookies at \$2.50 each and two sodas at \$3.25 each. If you are given \$100.00 how much change should you give back?  
a) ☒ \$78.50  
b) \$58.50  
c) \$38.50  
d) \$28.50

**Cashier Test**

**Score / 15**

- A 11) Counterfeit pens should be used on which three denominations?
- a) \$20, \$50, \$100
  - b) \$10, \$20, \$50
  - c) \$5, \$50, \$100
  - d) \$10, \$20, \$50
- A 12) How many times should you count change when giving it to the customer?
- a) one
  - b) two
  - c) three
  - d) no need to count

**Question & Answer:**

- 13) What is the minimum age for legal alcohol purchases? 21
- 14) What are the acceptable forms of ID for alcohol purchases? DRIVER'S LICENSE OR CA I.D.
- 15) How many \$20 bills are in a bank band? 400