

## **JOYCE RATNA D.**

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Cell: 310-945-8717

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### **EDUCATION**

#### ❖ **Los Angeles Pacific College, CA**

- Some accounting (Excel, Individual Tax Prep, Accounting for Small Business)

#### ❖ **Santa Monica College, Santa Monica, CA**

- AA Degree in Liberal Arts - GPA 3.84 - Dean of Honor List all time

#### ❖ **Maranatha Christian University, Bandung, Indonesia**

- B.Sc., Industrial Engineering and Management
- Graduated in 2000 (thesis on Quality Control, with House of Quality)
- Accredited by IERF (International Education Research Foundation, USA)
- Creative, innovative, advance thinking as a result of Industrial Engineering training
- Analytical skill (thesis using House of Quality analyzing of a property or condominium in Singapore compared to two other main competitors)
- Open to critics, responsible and willing to improve
- Care in regards to situations and goals at the work place
- Bilingual: English and Indonesian both speaking and writing
- Computer ability: MS Word, Excel, Adobe Photoshop, Power Point, Aegisub
- Artistic skills: music(classical/jazz), photography, fashion, casting and script analysis

### **EXPERIENCE**

- Convention staffs and brand ambassadors for conferences (Eastridge)
- Independent marketer for Cingular Wireless, American Greeting cards etc (2003-2013)
- Outreach: survey & distribute flyers for Heal the Bay (2005) and So-Cal Edison (2010)
- Private tutor: Bahasa Indonesia for event organizer etc
- Independent translator: diploma, college program, movie scripts, property sales agreement (English to Indonesian)
- Creative writing: freelance writer for Indonesian magazines based in Southern California (Media Indonesia and Spirit)
- Dental Assistant to Iwasaki DDS for patient record, some billing & appointments (2007)
- Interned at Canyon Newspaper in Beverly Hills for marketing, business registration, filling and photography (2006 paper front cover)
- Sales and manager for an upscale souvenir store in Indonesia (1986-1998) and to an upscale souvenir boutique in Venice CA (2008-2015)

### **VOLUNTEER**

- Assisting campaign for Inglewood Candidate (Mr. Current Price) during California State Assembly Election (2006) and also worked as a poll watcher
- Poll Inspector for General Elections (2013-now)
- Volunteer for hospitality for events with Union Station Foundation in Pasadena
- Volunteer as member of Alpha Gamma Sigma Honor Society of Santa Monica College

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- B 1) A roll of quarters is worth?  
a) \$5.00  
b) \$10.00  
c) \$15.00  
d) \$20.00

- D 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

- D 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

- 6) What is the current sales tax rate in your city 9.75 %?

- 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

$$\begin{array}{r} 1.25 \\ 0.90 \\ 0.79 \\ \hline 2.94 \end{array}$$

- 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

$$\begin{array}{r} 21 \\ 14.5 \\ \hline 35.5 \end{array}$$

- 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

\$8

- 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

$$\begin{array}{r} 7.50 \\ 2.50 \\ 5.00 \\ 6.50 \\ \hline 21.50 \end{array}$$

**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

- B 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 y.o.

14) What are the acceptable forms of ID for alcohol purchases? Drivers License

15) How many \$20 bills are in a bank band? 100