

# Keosha Figg

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3630 Plaza park dr. TX, 75042 | 214-927-7738 | figgkeoshaa@gmail.com

## Objective

Personable and responsible Cashier with 3 years in retail and customer service. Solid team player with upbeat positive attitude. Dedicated Customer Service Representative motivated to maintain customer satisfaction and contribute to company success.

## Education

**HIGH SCHOOL GRADUATE | 2015 |**ccchs

**Food safety certificate |2016|**

**TABC|2018|**

## Skills & Abilities

### CUSTOMER ASSISTANCE

- Worked with company systems such as Live Support and diligently completed all assigned tasks, working overtime as needed

### MARKET RESEARCH

- Interviewed clients via market research surveys to identify product issues and customer needs

### CUSTOMER INTERFACE

- Greeted customers upon entrance and handled all cash and credit transactions.
- Assisted customers over the phone regarding store operation, product, promotions and orders.

## Core Strength

Strong organizational skills	Active listening skills
Energetic work attitude	Sharp problems solve
Customer service expert	Store maintenance ability
Organization Skills	Large cash\check deposits expert
Telephone Skills	Adaptive team player
Critical thinking	Able to lift 75 pounds

## Experience

**PAPPADEAUX/ PREP,COOK/12/2017 - 8/18**

Portion food, labeled and ship to two different airports, inventory of how much food I need to prep, cleaning, pitmaster/ inside grill and outside, caterings / set up, Sauté pasta, trained new people

**Applebee's/ Prep, Cook/ 8/2017 to 12/2017**

portioning food, cleaning, inventory, frying food, grilling food, dish washing, prepping food to be made, styling food on plates

**BAKER'S RIBS/ ASSISTANT MANAGER/ 3/2017 to 9/2017**

Count money day/ night, bank drops, managing people time/ schedule, closing/ opening shop, prep and cook and food for line, cut any meat, customer service, and cleaning up

**WINWIN & COMPANY | PERSONAL ASSISTANT | 3/2013 to 12/2016**

Generated leads for new sales through telephone, email, or social media contact with customers.

Performed store opening duties, including counting cash drawers and checking all equipment for proper functioning. Communicated all merchandise needs or issues to appropriate supervisors.

Compiled weekly monetary reports and records for store managers. Processed and issued money orders for customers. Guaranteed positive customer experience and resolved all customer complaints.

Ran personal errands.