

Keosha Figg

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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

Energetic work attitude

Customer service expert

Organization Skills

Telephone Skills

Critical thinking

Active listening skills

Sharp problems solve

Store maintenance ability

Large cash\check deposits expert

Adaptive team player

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.