

YASSINE OUSMAN

4378 HOME AVE APT#1005
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EXPERIENCE— St, Utica

May 2016, sep 2016

Friendly and enthusiastic refugee agency who consistently meets customer service satisfaction goals. Motivated Customer Service Representative with over 1 years' retail experience in fast-paced, team-based environment. Driven and proven successful at achieving established targets and team goals. Personable and professional communicator with fluency in massalite.

Company, Refugee Center, St, Utica NY - Volunteer

- Provided immediate responses to questions from volunteers.
- Participated in meetings to discuss new fundraising opportunities.
- Worked with the management team to implement the proper division of responsibilities.
- Handled all customer relations issues in a gracious manner and in accordance with company policies.
- Worked with computerized and automated systems for dispensing medications and editing new patient profiles.
- Followed merchandising guidelines to present visually appealing displays.
- Provided elevated customer experience to generate a loyal clientele.

SKILLS

Good communication
skills

Hand/power tools

Safety regulations

Extensive experience

with [tools of trade]

Strong mechanical skills

Fast learner

Basic computer skills

General math skills

Strong interpersonal

skills

Skilled problem solver

AWARDS

- Achieved perfect attendance.

LANGUAGES

- MASSALITE
- ARABIC
- ENGLISH

EDUCATION

April 2018 now

CRAWFORD ADULT SCHOOL 2013 JUN 2019 HIGH SCHOOL
DIPLOMA.

Dishwasher Test

1) After washing your hands, which item should be used to dry them?

- a) Clean apron
- b) Sanitized wiping cloth
- c) Single use paper towel
- d) Common used cloth

2) While washing dishes by hand, which item should you wear?

- a) Cutting glove
- b) Oven Mitt
- c) Rubber glove
- d) Nothing

3) When should you wash your hands?

- a) Before you start work
- b) After handling non-food items (garbage, money, cleaning chemicals)
- c) After using the restroom
- d) All of the above

4) If you need to move a heavy load, you should PULL and not PUSH the object.

- a) True
- b) False

5) Which of the following could you be at risk for getting burned from?

- a) Steam from boiling pots
- b) Hot liquids (coffee, soup, tea)
- c) Hot equipment (ovens, pots, chaffing dishes)
- d) Harsh chemicals
- e) All of the above

6) All work-related injuries, accidents or illnesses should be reported immediately to the supervisor on duty.

- a) True
- b) False

7) What should you do if you spill liquids or see a liquid spill?

- a) Leave it for someone else to clean-up
- b) Wait until the end of your shift to clean it
- c) Flag the spill and clean it immediately
- d) Not sure

8) When handling hot items you should?

- a) Wear rubber gloves
- b) No need to wear anything
- c) Use an oven mitt or dry cloth towel
- d) Nothing

9) If you are using a three-compartment sink for cleaning and sanitizing, the second sink is used for?

- a) Rinsing
- b) Scraping
- c) Washing
- d) Sanitizing

10) What is the proper method for cleaning and sanitizing stationary equipment?

- a) Spray with a strong cleaning solution and wipe with a sanitized cloth
- b) Spray with a sanitizing solution, then rinse with clean water and dry
- c) Wash and rinse, then wipe or spray with a chemical-sanitizing solution
- d) Brush off loose soil with a clean cloth, then wipe with a sanitizing solution