

SHAKIRA GINGER

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Professional Summary

As a result-oriented coordinator with a diverse background in management and customer service, I am dedicated to providing quality service and productivity. My passion has always been food, and I believe that I can apply these skills into a culinary-based career.

Skills

- Team management
- Attention to detail
- Focused on customer satisfaction and support
- Food station setup
- Food Service Experience
- Restaurant Experience
- Skilled multi-tasker
- Training and development
- Conflict resolution techniques
- Safe food handling
- Food Delivery

Work History

Catering Staff, 10/2018 to Current

Zesty – San Francisco, CA

- Set up and broke down catering services at corporate events.
- Moved and arranged tables, chairs and place settings and organized seating for groups with special needs.
- Loaded trays with accessories, including eating utensils, napkins and condiments.
- Loaded and unloaded delivery van in a careful and efficient manner.

Head Cashier, 01/2018 to 11/2018

Gioia Pizzeria – Berkeley, CA

- Trained, mentored and developed new cashiers with positive and encouraging techniques to maximize performance and team contributions.
- Performed store opening, closing and shift change actions, including completing accurate shift change logs, to keep operations efficient and current.
- Displayed new stock and rotated existing products.
- Promoted sales and customer satisfaction by maintaining organized and tidy checkout areas.
- Assisted customers with obtaining discounts by checking coupon validity and applying credits to

orders.

Assistant Manager, 01/2015 to 2017

Togo's Sandwiches – Redwood Shores, CA

- Performed store opening duties, including counting cash drawers and checking all equipment for proper functioning.
- Took special orders in person and over the phone to generate additional revenue.
- Compiled weekly monetary reports and records for store managers.
- Expressed appreciation and invited customers to return to the store.
- Managed quality communication, customer support and product representation for each client.

Coordinator, 01/2014 to 2016

Marshall's – San Mateo, CA

- Maintained adequate cash supply in cash drawers in multiple checkout stations.
- Guaranteed positive customer experiences and resolved all customer complaints.
- Assisted customers with store and product complaints.
- Resolved product/policy issues and shared benefits of new technology.
- Communicated all merchandise needs or issues to appropriate supervisors.

Cashier, 01/2013 to 2016

Marshall's – San Mateo, CA

- Processed merchandise returns and exchanges.
- Replenished merchandise shelves with items from the stockroom.
- Responsible for ringing up customers in a timely manner and guaranteeing high level of customer service.

Shift Leader, 10/2014 to 01/2015

Togo's Sandwiches – Redwood Shores, CA

- Regularly sought opportunities to up sell and add on additional merchandise.
- Recommended, selected and helped locate merchandise based on customer needs and desires.
- Responsible for ringing up customers in a timely manner and guaranteeing high level of customer service.

Cashier, 09/2013 to 09/2014

Dollar Tree – Sunnyvale, CA

- Worked as a team member performing cashier duties, product assistance and cleaning.
- Developed highly empathetic client relationships and earned reputation for exceeding sales goals.

Floor Associate, 08/2013 to 11/2013

Marshall's – San Mateo, CA

- Recommended, selected and helped locate merchandise based on customer needs and desires.
- Stocked and rotated inventory regularly.
- Regularly sought opportunities to up sell and add on additional merchandise.

Education

High School Diploma: General Education, 2012

East Palo Alto Academy High School - Menlo Park, CA

Administrative Technology, 2012

Menlo Park, CA