

Deja Anderson

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Skills

Documentation Skills, Efficient in Analyzing Information and Decision Making, Research Skills, Excels in both Verbal and written Communication, Computer skills, Thrives in fast paced environment, Problem solving, Active listening, Leadership, Customer Service, Time Management and Organization Skills.

Experience

January 2018 - December 2018

Elf Cosmetics, Culver City – *Makeup Artist/ KeyHolder*

Acknowledge customers in a friendly and helpful manner within 30 seconds of their entry into the area

Recruit, train, coach, motivate, and develop new and incumbent associates on company policies and procedures, product knowledge, and personal and department productivity goals

Review and analyze business performance of daily, weekly, monthly, seasonal, and annual sales results

Monitor associate productivity levels and provide coaching and feedback

Ensure timely processing of new receipts, damages, testers, and return to vendors (RTVs) through delegation to self and staff

Develop and implement business driving events to achieve department goals

Supervise proper presentation, organization, storing, and replenishment of stock

Sell merchandise through effective customer service techniques and professional selling skills to reach personal productivity goals

Alert Sales Manager of needs and concerns of the business and staff

Communicate regularly with vendors, planners, distributors, and buyers regarding stock needs, customer preferences, and special events

Perform other duties as needed

April 2017 - May 2018

Rise Peer Mentoring Program, California State Of Los Angeles – *Peer Mentor*

Serve as an energetic and enthusiastic volunteer to help first-year students succeed
 Develop and maintain relationships with and provide assistance and support for first-year students (focus on a smooth transition, acclimation, and a sense of belonging)
 Serve as a resource for students new to the College
 Help facilitate and encourage attendance to all FYE programs
 Participate in training, programs and activities
 Attend group meetings
 Serve as a positive role model
 Facilitate events and meetings, providing access to people and resources and ultimately a role model and advocate

June 2016 - March 2017

Victoria's Secret, The Grove – *Sales Associate*

Greeting customers, responding to questions, improving engagement with merchandise and providing outstanding customer service
 Operating cash registers, managing financial transactions, and balancing drawers
 Achieving established goals
 Directing customers to merchandise within the store
 Increasing in store sales
 Superior product knowledge
 Maintaining an orderly appearance throughout the sales floor
 Introducing promotions and opportunities to customers
 Cross-selling products to increase purchase amounts

June 2015 - June 2016

In Home Supportive Services, Lancaster – *Care Provider*

Monitors patient condition by observing physical and mental condition, intake and output, and exercise
 Supports patients by providing housekeeping and laundry services; shopping for food and other household requirements; preparing and serving meals and snacks; running errands
 Assists patients by providing personal services, such as, bathing, dressing, and grooming
 Helps patients care for themselves by teaching use of cane or walker, special utensils to eat, special techniques and equipment for personal hygiene
 Helps family members care for the patient by teaching appropriate ways to lift, turn, and reposition the patient; advising on nutrition, cleanliness, and housekeeping
 Maintains a safe, secure, and healthy patient environment by following asepsis standards and procedures; maintaining security precautions; following prescribed dietary requirements and nutrition standards

Education

August 2014 - Current

California State University of Los Angeles, Los Angeles - *Bachelors*

Major - Psychology / Pre-med

On campus activist and member of the Black Student Union

Cashier Test

Score 13 / 15

- b 1) A roll of quarters is worth?
a) \$5.00
b) \$10.00
c) \$15.00
d) \$20.00
- a 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
- c 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 9.5 ?
- 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
- 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
- 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
- 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

87%²

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

14) What are the acceptable forms of ID for alcohol purchases? Drivers licence ; Regular T.D.

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