

# COURTNEY WILLIAMS

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## OBJECTIVE

As a transgender woman of color, opportunity is often not widely provided to our community. I am ready to take the next step in my life and join the workforce. As a skilled entrepreneur, customer service representative, and hard worker I believe I will be an asset to any team I join. I hope to build a mutual relationship with my employer to not only help me grow, but the company as well.

## EXPERIENCE

### Self-Owned Business

*Los Angeles, CA*

#### *Entrepreneur*

*May 2018 – Present*

- Created an online platform for beauty and personal services that was regularly updated daily and weekly
- Generated online advertisements to promote products, attract clientele, and build the credibility of the company
- Maintained a network of 15+ annual contributors that regularly purchase product

## SKILLS

### Marketing

- Promoting services through online advertisements
- Building a network of regular clients and improving visibility for brands
- Creating appealing online flyers to be distributed across the internet

### Event Coordination

- Ability to manage guest lists and monitoring attendees during events
- Skilled in event set up, clean up and maintenance

### Customer Service

- Experience with managing 20+ clients and scheduling appointments
- Advanced interpersonal communication Skills
- Ability to be responsible for finances on behalf of a company/organization

## Dishwasher Test

- c 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
- c 2) While washing dishes by hand, which item should you wear?
- a) Cutting glove
  - b) Oven Mitt
  - c) Rubber glove
  - d) Nothing
- d 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
- a 4) If you need to move a heavy load, you should PULL and not PUSH the object.
- a) True
  - b) False
- e 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
- a 6) All work-related injuries, accidents or illnesses should be reported immediately to the supervisor on duty.
- a) True
  - b) False
- c 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
- c 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
- a 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
- b 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