

JOB RESUME



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| Name | Jertavia J. Gardner |
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Education

- SKYLINE HIGH SCHOOL (SHS) DALLAS, TX (2012-2016) HS DIPLOMA
- NAVARRO COLLEGE (NC) CORTICANA, TX (2016-2016) ASSOCIATES DEGREE
- EASTFIELD COLLEGE (EC) MESQUITE, TX (2018) ASSOCIATES DEGREE

Work Experience

• **FT SALES TECH**
TARGET TECH - MESQUITE, TX
NOVEMBER 2017 - MARCH 2019
HAPPILY ASSISTING GUEST WITH QUESTIONS & PRODUCT SPECS IN ELECTRONIC AREA OF STORE. ACTIVATING CELLULAR PHONES, PLANS & WATCHES ON A POA SYSTEM, AS WELL AS CABLE TV & INTERNET. CHECKING GUEST OUT FOR ITEMS & HANDLING CASH.

• **PT FITTING ROOM ASSOCIATE**
MACY'S - DALLAS, TX
AUGUST 2018 - JANUARY 2019
OFFERING GUEST THE BEST EXPERIENCE WHEN THEY SHOPPED AT MACY'S. CLEARING FITTING ROOM STALLS OF MERCHANDISE, SORTING MERCHANDISE & PREPARING IT FOR RETURN TO THE SELLING FLOOR & REPLACING MERCHANDISE IN THE CORRECT AREA. LASTLY, ASSISTING CUSTOMERS WITH ANY QUESTIONS THEY MAY HAVE.

• **PT HOSTESS**
THE OWNERS BOX - DALLAS, TX
JANUARY 2018 - JULY 2018
CHEERFULLY GREET ARRIVING GUEST, WELCOME THEM INTO OUR RESTAURANT & SEAT THEM.

• **FT BARISTA**
HMSHOST STARBUCKS - DALLAS, TX
MARCH 2017 TO NOVEMBER 2017
PROMOTE OUR COFFEE BY EDUCATING CUSTOMERS; SELLING COFFEE, COFFEE GRINDING ACCESSORIES, AND SUPPLIES; PREPARING AND SERVING A VARIETY OF COFFEE DRINKS, WITH PASTRIES, BREAKFAST SANDWICHES, & COOKIES. ALSO CLEANING & MAINTAINING STORE'S APPEARANCE.

• **FT SERVICE MANAGER**

99 CENTS ONLY STORE - DALLAS, TX

MAY 2016 - OCTOBER 2016

ASSISTING CUSTOMERS, RECRUITING, TRAINING, ASSIGNING, SCHEDULING, COACHING, COUNSELING, & DISCIPLINING EMPLOYEES; COMMUNICATING JOB EXPECTATIONS; PLANNING, MONITORING, APPRAISING, & REVIEWING JOB CONTRIBUTIONS.

• PT HEAD CASHIER

TOM THUMB GROCERY - DALLAS, TX

FEBRUARY 2015 - NOVEMBER 2015

ASSISTING CUSTOMERS, SUPERVISE OTHER CASHIERS. RECRUITING, & TRAINING STAFF, ASSIGNING TASKS, SCHEDULING SHIFTS, COLLECTING CASH, & RECONCILING CASH WITH RECEIPTS.

Language Ability

Fluent in English only.

Other skills

- Excellent customer service skills, 4 years of customer service.**
- Valid food handlers license & restaurant experience.**
- Able to hold complex conversations, easy going and great at paper work and filing.**
- Works well with computers. Microsoft, word, powerpoint, excel, spreadsheets , data analysis etc.**
- Communicate for department expectations**
- Keeps up on all current new policies/procedures**
- Great with Cash Register**
- Child care provider**
- Assist/Precepts/Mentors new employees as directed.**
- Assist in the identification of ineffective and costly processes and takes actions to improve them.**
- Complies with personals i.e attendance, ID badge, dress code. Etc**

References

Former Supervisor: Talisha Jackson: (469-478-7854)

Former Manager: Brittany Johnson: (210-346-7888)

Former School Teacher: Sumiko Hart: (903-288-0807)

Former Manager: Porcha Jackson: (214-830-4126)

Former School Teacher: Pamela Johnson: (214-669-2322)