

SD 12/13/2018 2:12pm

Cathy Parrish

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EXPERIENCE

GCSS, Atlanta, GA — Case Manager/Direct Care Supervisor

March 2009 - PRESENT

Develop 30 goal oriented, multi-agency plan of care annually for consumers include community integration, independent living skills, school, work, or volunteer activities. Meet with 110 consumer's monthly to assess level of functioning.

Morehouse College Atlanta, GA — Administrative Assistant

January 2006 - March 2009

Vice President Office schedule and coordinate meeting, appointments, and travel arrangements for all Alumnus, sending invitation for upcoming events. Maintain utmost discretion when dealing with sensitive topics. Developing new filing and organizational practices.

Sear, Norcross, GA — Inbound Calling Center Delivery

April 2003 - November 2006

Maintain customer accounts/records by ensure accurate updating of customer account information occurs within the company's system. Handles high volume of inbound or outbound customers service calls for call center operations;

EDUCATION

East High, Youngstown, Ohio — Diploma

June 1983 Successfully completed course of study

Beulah Heights College, Atlanta, GA — Associate of Art

August 2014 - March 2016 (Leadership Studies)

Beulah Heights College, Atlanta, GA — Bachelor of Art

January 2017 - present (Leadership Studies)

SKILLS

Expert in Microsoft Office, with a focus on Excel.

Web and tech savvy, Administrative Assistant with 6+ years of experience. Business Objects.

Essential Functions

Proven ability to build effective relationship.

Ability to demonstrate positive leadership skills.

Ability to learn new tasks and systems quickly.

SaleForce.com.

Essential Attributes

Proactive when seeking resolution to customer concerns and/or issues. Understand.

Consistently, work to meet or exceed the weekly and/monthly call center productive , criteria, Maintain company standards during recorded calls in order reorder/ damage merchandise

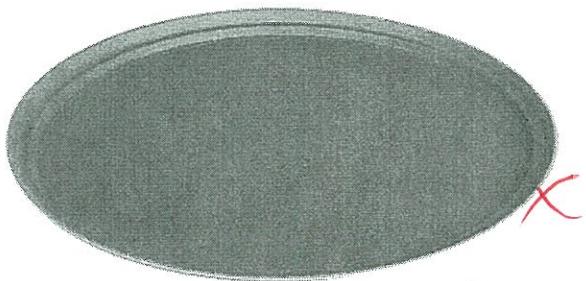
Multiple Choice:

1. The first thing a client is going to notice about you is:
 - A. How much you went through to get there
 - B. How far you had to park
 - C. What you look like when you report for duty
 - D. How Punctual you are
 - E. A&B only
 - F. C&D only
 - G. All of the above
2. BEO stands for:
 - A. Banquet Efficiency Order
 - B. Better Events Organization
 - C. Banquet Event Order
 - D. Best Ever Odor
 - E. None of the above
3. Once your chaffing dish is set up, the next step is to add what to the pan:
 - A. The food
 - B. Hot Water
 - C. Cold Water
 - D. Jelly from the Sterno can
 - E. None of the above
4. Which is an acceptable way to lite a sterno can?
 - A. With matches
 - B. With a regular cigarette lighter
 - C. With a long-neck lighter
 - D. All of the above
 - E. None of the above

Name that item:



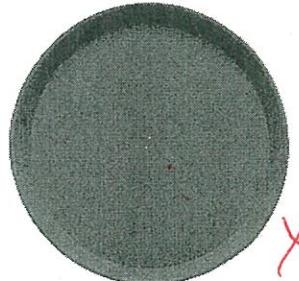
Get Sterno



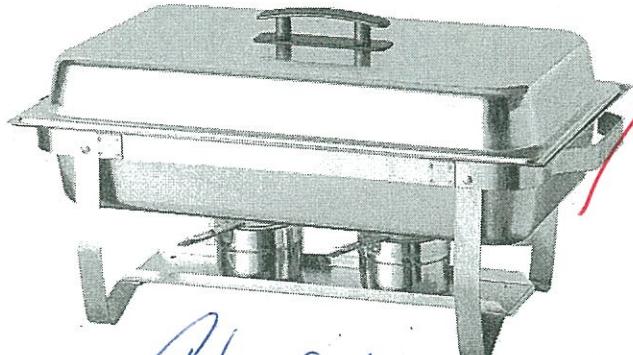
table



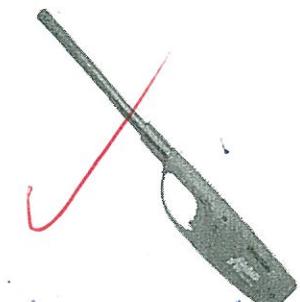
Cork Screw



plate



Chafing dish



long neck lighter

Cashier Test

Score / 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

B X 3) A roll of nickels is worth?

- a) \$8.00
- b) \$6.00
- c) \$4.00
- d) \$2.00

She told me \$2

C 4) A roll of pennies is worth?

- a) \$1.00
- b) \$0.75
- c) \$0.50
- d) \$0.25

B X 5) What does POS stand for?

- a) Patience over standards
- b) Percentage of sales
- c) Point of sales
- d) People over service

B 6) What is the current sales tax rate in your city _____?

0%

0%

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