

Victoria M. Vega
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Qualifications

- Excellent communication and customer service skills
- Proven ability to handle high stress and volume of customers while maintaining a positive environment
- Attention to detail; well organized, ability to multitask, skilled in setting priorities
- Capable of lifting up to 50 lbs and move at high speed while maintaining the task at hand

Education

Bachelors of Arts, Bachelors of Law and Justice
Rowan University, Glassboro, NJ
GPA-3.66

September 2014- January 2016

Experience

Operations Admins & Quality Assurance
FedEx Ground

Keasby, NJ

October 2017-Current

- Process damaged packages, overgoods, and address corrections before they hit the station
- Responsible for vision mapping, missing packages, handling customer disputes as well as collects
- Collaborate with management in training new employees, Quality Assurance/Loss Prevention essential functions
- Inspect and handle hazardous materials packages as per company policy

Store Associate

Aldi's

March 2017-Current

Union, NJ

- Perform maintenance duties of entire grounds of Aldi's including restroom
- Quickly restock entire store using walkers as well as restock coolers, meat, and bread
- Withstand temperatures below 0 degrees while restocking deep freezers
- Ring customers at a high, efficient speed as well as tender change and handle customer returns

Members Services

BJ's Wholesale Club

Linden, NJ

February 2016-October 2016

- Set up new accounts including business, tax exempt, and resale accounts
- Promote membership as well as perks plus programs and enrollment in Mastercard services
- Respond to member inquiries, address issues, handle merchandise returns, exchanges and pick-ups

Sales Associate

J.Crew Factory

August 2015-October 2015

Gloucester Premium Outlets, Blackwood, NJ

- Upsell merchandise to meet sales goals utilizing strong customer relationships
- Worked enterprise; prepared packages for orders online and ship the merchandise
- Helping my co-workers where they need help, working the register when the store is filled

Clerical and Programmer

EOF/MAP Pre College Institute, Rowan University, Glassboro, NJ

June 2015-August 2015

Mary Kay Consultant, Rahway, NJ

October 2012-June 2014

La Crème Modeling and Acting, Cranford, NJ

October 2012-December 2013

- Coordinated and prepared well developed events for the students at Rowan University
- Purchased supplies for office through the computer database as well as managed, and stocked supplies
- Advised customers regarding payment options; handled cash
- Scheduled appointments with future clients; informed clients on benefits of the company and resolved concerns

Teaching Assistant

Saturday Morning Art School

Rowan University, Glassboro, NJ

February 2015-April 2015

- Assisted teacher in preparing materials and assignments for instruction
- Provided individual assistance to students experiencing difficulty in understanding directions

Brooklyn Pizza

Rahway, NJ

June 2011-June 2015

- Managed the dining area while taking orders, waitressing, bussing tables, and handling cash
- Trained new employees on all front house functions

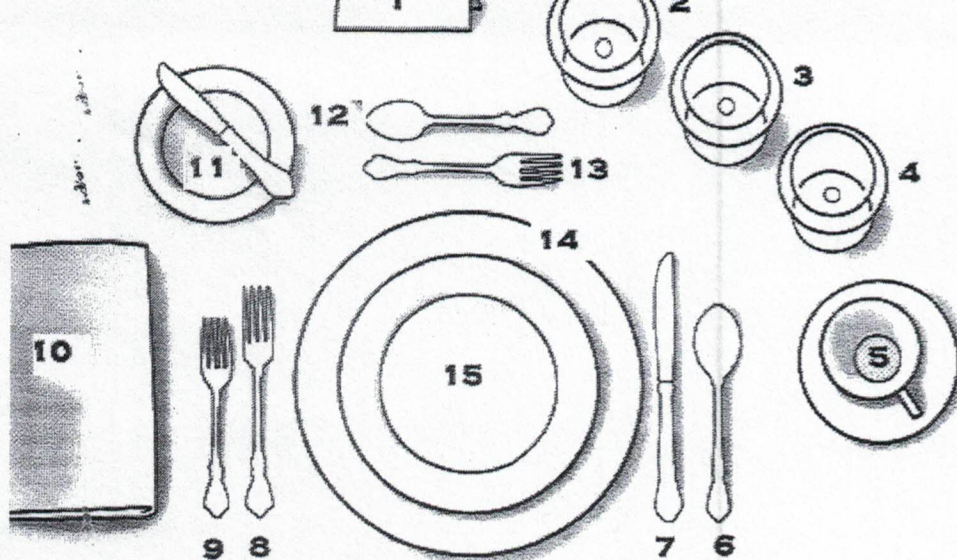
Multiple Choice

- A B X 1) Food is served on what side with what hand?
a) On the left side with the left hand
b) On the left side with the right hand
c) On the right side with the left hand
d) On the right side with the right hand
- D 2) Drinks are served on what side with what hand?
a) On the left side with the left hand
b) On the left side with the right hand
c) On the right side with the left hand
d) On the right side with the right hand
- D 3) Food and drinks are removed on what side with what hand?
a) On the left side with the left hand
b) On the left side with the right hand
c) On the right side with the left hand
d) On the right side with the right hand
- A 4) What part of a glass should you handle at all times?
a) The stem
b) The widest part of the glass
c) The top
- D 5) When you are setting a dining room how should you set up your tablecloths?
a) Neatly and evenly across the tables
b) The creases should all be going in the same directions
c) The chairs should be centered and gently touching the table cloth
d) All of the above
- D 6) If you bring the wrong entrée to a guest what should you do?
a) Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn
b) Inform the guests that you will bring the correct entrée once everyone else in the dining room is served
c) Try to convince the guests to eat what you brought them
d) Go back into the kitchen to the front of the line and inform the expeditor that you need a different entrée

68%

Match the Correct Vocabulary

- | | |
|--|---|
| <u>D</u> Scullery | A. Metal buffet device used to keep food warm by heating it over warmed water |
| <u>E</u> <u>X</u> Queen Mary | B. Style of service where food is prepared or served individually at the dinner table to fit the customer's specific taste (i.e. providing dressing and pepper for salad or handing out bread to each patron) |
| <u>A</u> <u>X</u> Chaffing Dish | <u>X</u> C. Used to hold a large tray on the dining floor |
| <u>B</u> <u>X</u> French Passing | <u>X</u> D. Area for dirty dishware and glasses |
| <u>G</u> <u>X</u> <u>B</u> Russian Service | <u>X</u> E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| <u>F</u> Corkscrew | <u>X</u> F. Used to open bottles of wine |
| <u>C</u> <u>X</u> Tray Jack | G. Style of dining in which the courses come out one at a time |



Victoria Vega
Score / 35

Match the Number to the Correct Vocabulary

- 8 Dinner Fork
5 Tea or Coffee Cup and Saucer
7 Dinner Knife
2 ~~W~~ Wine Glass (Red)
9 Salad Fork
14 Service Plate
3 ~~W~~ Wine Glass (White)

- 10 Napkin
11 Bread Plate and Knife
1 Name Place Card
12 Teaspoon
13 Dessert Fork
6 Soup Spoon
15 Salad Plate
4 ~~W~~ Water Glass

Fill in the Blank

1. The utensils are placed _____ 1 _____ inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? cream and sugar
3. Synchronized service is when: ~~not sure~~ All plates served @ once.
4. What is generally indicated on the name placard other than the name? seating table.
5. The Protein on a plate is typically served at what hour on the clock? ~~not sure~~ 6 o'clock on plate
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
tell the captain or supervisor or chef

Dishwasher Test

Score 7 / 10

70%

- 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
- B A X 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 C X 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
- C B X 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