

Gia Coleman

Customer Service

Chula Vista, CA

gia1271994@hotmail.com

443-653-6097

Work Experience

WAREHOUSE FULFILLMENT ASSOCIATE

AMAZON - Baltimore, MD

April 2015 to November 2018

Perform production duties as needed: pick/pack orders, receive/stow product, ensure inventory accuracy

- Met or exceeded department performance goals

CREW LEADER

Flagger Force Traffic Control Services - Baltimore, MD

February 2017 to November 2017

Responsible for setting up safe work zones while controlling traffic ensuring the safety of pedestrians and commuters

RECEPTIONIST

MADISON AVE OUTREACH CENTER - Baltimore, MD

June 2012 to December 2015

- Welcome visitors by greeting them in person and by telephone
- Answer questions
- Organizational activities
- Data entry

Housekeeping

Radisson Hotel - Timonium, MD

March 2013 to August 2015

High Dusting , Low Dusting . . Sweeping , Mopping , Pulling Trash , Clean And Sanitize Bathrooms , Vacuum , Laundry , Make Beds

Cashier

KFC Foods - Baltimore, MD

January 2014 to December 2014

- Food safety and handling
- assigned to drive thru
- customer service
- shift lead

Intern

Social Security Administration - Woodlawn, MD

April 2013 to May 2014

Data entry, Answer Phones , Scheduling , Filing

Education

DIPLOMA

FOREST PARK HIGH SCHOOL - Baltimore, MD
May 2014

Skills

Warehouse Associate, Baby Sitter, Picker Packer, Shipping, Nanny

Certifications/Licenses

CPR/AED

June 2017 to June 2019

Additional Information

SKILLS

- Great customer service and communication • Detailed oriented skills • Proficient in Microsoft products
- Able to prioritize • Typing speed of 45 wpm

Name: _____

Score /14

12.5

Housekeeping Test

1. During which of the following situation(s) should you wear gloves?
 - a) When handling disinfectant solutions
 - b) When cleaning guest rooms
 - c) When handling soiled linen
 - d) When handling or disposing of waste
 - ☒ e) All of the above
2. Which of the following should be cleaned daily?
 - a) Chairs, lamps, and tables
 - b) Tabletops, bed, and handrails
 - c) Grab bars, light, tops of doors and counters
 - d) Floors, sinks, toilets, and latrines
 - ☒ e) All of the above
3. True or False: You do not need to use a separate cloth for cleaning bathrooms. *false*
4. True or False: Dusting is most commonly used for cleaning walls, ceiling, doors, windows and furniture. *True*
5. Should the following be cleaned daily or weekly? Circle one.
 - a) Floors Daily/ Weekly
 - b) Toilets and latrines Daily/ Weekly
 - c) Carpets in guest rooms Daily/ Weekly
 - d) Carpets in offices Daily/ Weekly
 - e) Soiled linen Daily/ Weekly
6. The best way to clean the floors:
 - a) Scrubbing
 - b) Dry sweeping and dusting
 - ☒ c) Sweeping, mopping and dusting
 - d) Wet mopping
7. What should 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 up immediately
 - d) Not sure
8. The proper procedure for cleaning spills of blood and other body fluids is:
 - ☒ a) Wearing gloves, clean with cloth soaked in chlorine solution and follow up with disinfectant solution
 - b) Find the janitor on- duty and ask him to clean it up
 - c) Grab whatever is closest and wipe up immediately, then mark "Biohazard"
 - d) Nothing
9. What do you do if you encounter with bed bugs in a guest room?
1/2 report to front desk. Place linen in separate bag wash in hot water
10. What do you do if you find Lost and Found items in a guest rooms?
Take to front desk and place in lost and found
11. Describe the difference between a disinfectant and a cleaning solution?
*disinfectant is to get rid of germs.
cleaning solution - cleaning up surface of a area*