

# Gia Coleman

## **Customer Service**

Chula Vista, CA

gia1271994@hotmail.com

443-653-6097

## Work Experience

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### **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 , Vaccum , 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

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### **DIPLOMA**

FOREST PARK HIGH SCHOOL - Baltimore, MD  
May 2014

## Skills

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

## Certifications/Licenses

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### **CPR/AED**

June 2017 to June 2019

## Additional Information

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### SKILLS

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

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	<input checked="" type="radio"/> Daily/ Weekly
b) Toilets and latrines	<input checked="" type="radio"/> Daily/ Weekly
c) Carpets in guest rooms	<input checked="" type="radio"/> Daily/ Weekly
d) Carpets in offices	<input checked="" type="radio"/> Daily/ Weekly
e) Soiled linen	<input checked="" type="radio"/> 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?  
*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 an area*