

# Nakita Ward

Dallas, TX 75241

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(214)-837-0375

\*Dependable and Responsible

\*Possessing a Positive Attitude

\* Professional

\*Determined to Succeed

\*Teamworker And Self - Motivated.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## Work Experience

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### **Lead Cashier**

Pilot Flying J - Lancaster, TX

October 2018 to Present

- Handled cash transactions, cash reconciliations, account payments, account receivables and other accounting duties according to company policies.
- Welcomed customers, provide assistance and respond to their concerns.
- Managed customer transactions both cash and card payments.
- Kept restrooms clean and sanitized.
- Stocked shelves and inventory.
- Monitored sales activities to ensure that customers receive satisfactory service and quality goods.
- Received payment by cash, credit cards, or debits, and issued receipts, refunds, credits, or change due to customers.
- Maintained clean and orderly checkout areas and completed other general cleaning duties, such as mopping floors and emptying trash cans.
- Helped employees when they are three or more customers in line.

### **Server**

IHOP - Mesquite, TX

February 2017 to April 2018

- Responsible for taking food and drink orders and familiarizing guests with menu and daily specials.
- Accurately recording food and drink orders on order slips .
- Running multi-course meals, insuring that tables are served properly.
- Ensured the cleanliness of dining area and food items before/after serving.
- Worked in a very high-paced environment.
- Collect payments from customers before they leave.

### **Warehouse Associate- Del Monte**

Premier Employee Solutions - Dallas, TX

January 2016 to June 2017

- Completed checklists and documents for assigned work areas on a daily basis

- Performed extra task handed over by supervisor .
- Demonstrated ability of picking up loose trash and materials in warehouse, kept storage shelves and storerooms clean.
- Organized items and properly stored and rotated when deliveries are made.
- Prepared orders by processing requests and supply orders ,pulling materials , packing boxes and placing orders in delivery area.
- Production line operating ,stocking and loading.

### **Front Desk Clerk**

Waterboys Car Wash - Dallas, TX

April 2015 to January 2016

- Greeted customers in person and/or by phone.
- Recorded guest comments or complaints, referred customers to managers if necessary.
- Analyzed information and evaluated results to choose the best solution and solve customer problems.
- Used computers and computer systems to program, write software, set up functions, enter data, or process information.
- Pick up and sort daily incoming correspondence and deliver sorted mail to addressees.
- Manage front office reception area by cleaning and organizing desk and visitor lobby.
- Provided customers with drink beverages.
- Obtained authorization for services and updated customers on repair status of vehicles.
- Deal with bookings by phone, e-mail, letter, fax or face-to-face.
- Complete procedures when Guests arrive and leave.

### **Child Caregiver**

Panda Bear Academy - Houston, TX

January 2013 to March 2014

- Responsible for monitoring and supervising children keeping them safe and healthy.
- Prepared food and snacks for children and organized meal time.
- Helped children maintain good hygiene and changed the diapers of infants and toddlers.
- Organized activities designed to help children learn about their world and develop their own interests.
- Created schedules to ensure that children have adequate physical activity, rest, food and intellectual stimulation.
- Watched for any signs of behavioral or emotional problems in children and alerts parents to the problems and provided educational development.

## Education

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### **High school or equivalent**

Sharpstown Highschool - Houston, TX

May 2009 to August 2012

## Skills

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Cash Handling (2 years), Customer Service (4 years), Receptionist (1 year), Waitress/Server (1 year),  
Warehouse (1 year), Child care (1 year)

## Certifications/Licenses

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### **Cpr/Aid Certificate**