

Rebecca Cain

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Customer Service Specialist

Skills

- Guest Services and Relations
- Creative Thinking and Up Sale
- POS / Cash and Carry
- Inventory, Ordering and Cash Handling
- Plan, Organize and Carryout Events
- Management and Leadership Roles
- Follows Directions
- Moral and Ethical Reasoning
- Oral and Written Communication
- Prep and Side Work

Work History

Family Care Giver

Current

- Supervise, adhere and implement all parental recommended interventions.
- Follow parent instructions specific procedure; reinforcement and consistency
- Demonstrate initiative, creativity and empowerment in problem solving techniques

Practical Experience, Gerontology, California State University Sacramento

2016-2018

Eskaton Home Healthcare, Rivers Edge Retirement Villa and Del Oro Caregiver Recourse Center

- Home Care enrollment, Medicare billing processes and Non-profit funding.
- Long-term planning and interpersonal skills.
- Care management, creative problem solving and needs assessment.

Lead Bartender/Server

Cattle Barron's Café, Penryn CA, Sierra Grill Smokehouse, Auburn CA

2000-2010/2015

Marie Calendar's, Auburn CA

2005-2006

Chevy's Fresh Mex Restaurant, Auburn CA

2000-2003

- Provide excellent customer service by greeting guests, presenting menu, and preparing food.
- Prepare specialty drinks and up-sale.
- Prepare coffee beverages with espresso machine.
- Inventory all alcoholic beverages and food stock.
- Banquet scheduling, handle reservations, and order décor for special events.
- Open and closing duties. Supervise front of the house, train new hires and lead field trip tours.

Home Manager, Rocklin, CA

2007-2009

- Maintain household organized and prepare nutritious meals.

Assistant Manager, Curves for Women, Auburn CA

2002-2004

- Used promotional strategies to increase membership.
- Demonstrated and supervised fitness routines and goal alignment.
- Completed contracts and updated customer contact information, and filing.

Volunteering

- Antelope Creek Elementary (2012-2014); Creekside Oaks Elementary (2014-2015); Fruitvale School (2017-current)
- Placer County Animal Services (2016-2017)

Education/Certifications

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- California State University, Sacramento Bachelor's Degree in Gerontology
 - Sierra College-Associates Degree in Social and Behavioral Science
 - Sacramento City College-Occupational Therapist Assistant Prerequisites
 - Nutrition and Fitness Certificate- Sierra College (2011)
 - Certified Massage Therapist-Auburn School of Health and Wellness (2004)