

**Personal Information:**

**Name:** Gary D. Ingraham

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**Preferred Email:** toycycle@yahoo.com

**Employment History:****Second Glance, Las Vegas Nevada**

Store Manager

Oversee all aspects of running the day to day operations of a retail store. Including but not limited to ordering, merchandising, placing adds, pulling orders, opening and closing procedures. Recruiting and managing staff to enforce store values. Weekly scheduling of staff, maintaining HR records and employee schedule preferencing. Execute of staff performance to maintain high productivity targets. Reduce overall shrinkage rates while maintaining high productivity increases.

**AT&T, San Jose, CA USA**

Performance Manager

A strong self-starter with the ability to coach, develop and motivate 20-25 Maintenance Manager Administrators (RRs) And 185 Customer Service Reps in a dynamic quality and service orientated call center. Including observe customer contacts, resolve customer escalations, analyze results, issues, develop and implement strategies to influence positive results.

Strong analytical, written and oral communication skills. Ability to organize and multi-tasking. Ability to team as well as to work independently.

Knowledge of ACD system with TotalView or MIS/PRMS experience. Knowledge of NCSC or LFO and systems such as NtelAgent, WFA, SORD and Microsoft Word.

**AT&T, Sacramento, CA USA**

Supervisor

Manage IT applications and IT personal, including vendors and subcontractors that support the AT&T Site.

Oversee all aspects of the training process, including new hires training, continuous training for both occupational and Management. As well as manage a group of associate instructors.

Approve and coordinate asset arrival of new equipment as well as oversee and manage asset recovery.

A liaison for all real estate issues, including vendors and mail room personal.

Approve and maintain all phone requests for the site including new lines and line changes, Phone logins, phone password and all related telecom issues.

Plan, supervise and oversee the process of local and Business services orders for various markets considering customers needs.

Monitor employee's attendance and coordinate work schedules.

Provide and maintain a high level of customer service, while coaching, motivating and providing feedback to associates, as well as encouraging Team spirit.

Record and process disciplinary actions as seem necessary and incompliant with company policy.

AT&T, Sacramento, CA USA

Operations Supervisor

Create, maintains and change weekly employees work schedule for a 24-hour Customer Service Center.

Oversee all aspects of the hiring process; interviews, hiring and termination of employees as well as disciplinary actions.

Approve and coordinate employee vacation, training schedules, monitor time off and productivity.

As liaison for labor relation's issues, counsel and recommend warning for disciplinary actions incompliant with company policy and a Union environment.

Approve and maintain FMLA records, monitor diversity, attrition rates and maintain payroll codes.

#### **Education:**

**Inc. - Sacramento City College, Sacramento, CA USA**

General Business Management

**Cashier Test**

**Score 12 / 15**

B 1) A roll of quarters is worth?

- a) \$5.00
- b) \$10.00
- c) \$15.00
- d) \$20.00

3  
80%

A 2) A roll of dimes is worth?

- a) \$5.00
- b) \$4.00
- c) \$3.00
- d) \$2.00

A 3) A roll of nickels is worth?

- a) \$8.00
- b) \$6.00
- c) \$4.00
- d) \$2.00

A 4) A roll of pennies is worth?

- a) \$1.00
- b) \$0.75
- c) \$0.50
- d) \$0.25

C 5) What does POS stand for?

- a) Patience over standards
- b) Percentage of sales
- c) Point of sales
- d) People over service

9.25 6) What is the current sales tax rate in your city \_\_\_\_\_?

C 7) A customer buys a bowl of soup for \$1.25, an apple \$0.90 and a soda is \$0.79. If you are given \$10.00 how much change should you give back?

- a) \$4.06
- b) \$2.06
- c) \$7.06
- d) \$5.06

B 8) A customer buys two shirts for 10.50 each and two ball caps for \$7.25 each. If you are given \$50.00 how much change should you give back?

- a) \$19.50
- b) \$14.50
- c) \$9.50
- d) \$4.50

A 9) A customer buys soda for \$3.75 and a hot dog for \$4.25. If you are given \$20.00 how much change should you give back?

- a) \$6.00
- b) \$8.00
- c) \$10.00
- d) \$12.00

A 10) A customer buys two hamburgers at \$3.75 each, two bags of chips at \$1.25 each, two cookies at \$2.50 each and two sodas at \$3.25 each. If you are given \$100.00 how much change should you give back? 7.50 3.90 5 6.50 14.19 21.50

- a) \$78.50
- b) \$58.50
- c) \$38.50
- d) \$28.50

24.50

Multiple Choice (6 points)

B

1) Carbonation \_\_\_\_\_ the rate of intoxication.

- a) Slows down
- b) Speeds up
- c) Does nothing to

B

2) What are the six most commonly used spirits?

- a) Sweet and Sour, Triple Sec, Grenadine, Midori, Lime Juice and Cranberry Juice
- b) Vodka, Whiskey, Gin, Bourbon, Rum and Tequila
- c) Chardonnay, Cabernet Sauvignon, Champagne, Merlot, Sauvignon Blanc, Zinfandel
- d) Kahlua, Vodka, Frangelico, Gin, Tequila, Spiced Rum

B

3) You can accept an expired ID as long as all other information is correct.

- a) True
- b) False

B

4) If someone has had too much to drink, serving them coffee will help sober them up.

- a) True
- b) False

d

5) What are the acceptable forms of ID for Alcohol Consumption?

- a) State or Government Issued ID Card or Drivers License
- b) Passport or Passport ID Card (as long as it lists the person's date of birth)
- c) School ID or Birth Certificate
- d) A & B
- e) A, B & C

B

6) If there is no shaker tin available to scoop ice for a drink, it is okay to use a glass.

- a) True
- b) False

Vocabulary (9 points)

Match the word to its definition

I "Straight Up"

a.) Used to crush fruits and herbs for craft cocktail making

E Shaker Tin

b.) Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured

C "Neat"

c.) To serve chilled liquor in a chilled stemmed cocktail glass with no ice

a Muddler

d.) To pour  $\frac{1}{2}$  oz of a liquor on top

B Strainer

e.) Used to measure the alcohol and mixer for a drink

C Jigger

f.) Used to mix cocktails along with a pint glass and ice

G Bar Mat

g.) Used on the bar top to gather spills

d "Float"

h.) Requesting a separate glass of another drink

h "Back"

i.) Means to serve spirit room temperature in a rocks glass with no ice