

# Neashel Tillery

## Chef

Antioch, CA

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To obtain a position offering opportunity for growth and advancement as well as enabling me to utilize the knowledge and skills I have learned from Le Cordon Bleu.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## Work Experience

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### Fry Cook/Prep Cook

Islands Restaurants - Los Angeles, CA

August 2018 to Present

- Prep 800-1,000 pounds of potatoes via fry punch machine
- Prep 100-200 onion rings
- Prep and portion chicken wings, tortilla chips (cook in the deep fryer first) , spinach dip, broccoli, steamed veggies
- Prep and cook off Island Reds (Red onions thinly sliced, battered and deep fried)
- Set up fry station
- Fry fries, wings, onion rings, fish, chicken tenders, and sweet potatoe fries

### Steam Kettle Cook

Oyster Bar SKC - Anaheim, CA

November 2017 to May 2018

- Operated 6 to 12 steam kettles per shift
- Cooked gumbo, jambalaya, etouffee, cioppino, pan roast
- Back up the fry cook using deep fryer and flat top
- Prep and stock seafood for daily usage
- Cook to order per recipe
- 30-100 covers per day

### Chef

HONDA CENTER ARENA - Anaheim, CA

November 2017 to May 2018

- Fry cook
- Grill cook
- Flat top cook
- Set up and breakdown stations
- Clean and sanitize station at the end of shift (if closing)
- Sandwich maker

### Pantry Cook

Cracker Barrel Old Country Stores - Las Vegas, NV

October 2016 to October 2017

- Cook bulk foods items in Tilt Kettle and Skillet
- Follow ALL recipes' using ITC
- Make and Bake Racks of Biscuits in biscuit oven
- Make and Bake Racks of Sweet Corn Muffins
- Prep items for the Line Cooks
- Bag and heat seal items
- Place hot bagged items into the blast chiller
- Pull items daily per our chart from the freezer
- Cook Soup of the day
- Clean and keep Pantry walk-in neat, clean and in date order per FIFO

### **Banquet Chef**

Play Management - Las Vegas, NV

April 2016 to October 2017

- →Set up and break down of tables and chafing dishes
- Replenish chafing dishes with food from hot/cold box
- Responsible for carving station and all action stations
- Accountable for safety and sanitation procedures
- Service for 300-3000 guests per event

### **Pantry Cook**

Daylight Beach Club - Las Vegas, NV

April 2016 to October 2017

- →Conduct preliminary daily food preparation for cold storage
- Prepare and cook menu items on a fast paced line for 100 to 2500 guests
- Responsible for setting up serving lines, garnishing food items, and applying food protection/sanitation measures
- Responsible for receiving and properly storing supply shipments
- Responsible for backing up the Executive Chef, Grill Cook, Fry Cook, and dishwasher when necessary
- Responsible for meat/seafood operation and meat preparation area
- Responsible for weights/measures and handling of perishable product
- Accountable to sanitation and safety procedures
- Accountable to inventory control, quality, and freshness date coding procedures
- Responsible for product presentation and packaging

### **Customer Service Representative**

United Healthcare Group - Las Vegas, NV

2011 to 2015

Set up and maintained Health Fair booths for both HEW and Medicaid events

- Promoted all HEW products (Ex: Tobacco Cessation, Weight Management, Diabetes Management etc.) to members and potential members at health fairs
- Promoted Medicaid products to Medicaid and potential Medicaid members (Ex: locations, doctors, how to sign up)
- Checked and returned messages per the ACD and 9 Event Lines daily
- Answered 30-70 incoming calls per day (ACD and Event Line)

- Built and maintained data based calendars for 2 Health Educators and one Registered Dietician
- Entered consults, classes, and seminars into the mainframe database for three worksite programs (Wynn, CCSD-Health Becomes You, CCSD-My Way To Wellness)
- Taught Tobacco Cessation Orientation to a class of 4-8 members
- Took weight, blood pressure, BMI, and waist circumference during Weight Matters Orientation
- Printed and mailed registration and confirmation slips to members
- Outgoing calls to members per doctor/case manager referrals
- 2 day in advance reminder calls to members regarding their upcoming appointment
- Worked closely with key account and small business sales representatives

### **Precert Call Center Supervisor**

Aetna Healthcare - Walnut Creek, CA

2007 to 2011

Supported comprehensive coordination of medical services including intake, screening and referrals to Aetna Medical Service Programs promoted/supported quality effectiveness of Healthcare Services

- Provided lead direction, training, and work review to assigned staff; as well as monitored call volume per staff
- Answered escalated calls, data enter demographics, and clinical precertifications. Escalated calls may be received from clinicians, members, and providers, including office and hospital staff
- Precertification requests may be submitted in a number of ways, including but not limited to: telephone, electronic format, fax, or mail
- Mentored staff in order for them to meet and exceed their Key Performance Measures. Reviewed Scorecard Performances and Behaviors Mid-Year and Year End
- Implemented new ways to encourage staff to excel in their current position as well as move forward within the company
- Approved/denied time sheets on a weekly basis
- Attended several meetings on a weekly basis to implement ways to improve precertification process
- Oversaw different ways precertifications came in, to ensuring they were data entered on a daily basis, due to each submission having a TAT of 24 to 48 hours for data entry
- One on ones with staff monthly to review their stats, how to improve them and praise them on the job they were doing
- Backup to the Local Call Coordinator, ensuring calls were routed properly, and all systems were running correctly
- Provided input to manager on staff performance; performed projects and produced reports as assigned

### **Inbound Que Associate**

Aetna Healthcare - Walnut Creek, CA

2004 to 2007

Supported comprehensive coordination of medical services including intake, screening and referrals to Aetna Medical Service Programs

- Promoted/supported quality effectiveness of Healthcare Services
- Answered high volume of incoming calls, data enter demographics, and clinical precertification data
- Received calls from clinicians, members and providers, including office and hospital staff
- Received precertification requests in various ways, including but not limited to: telephone, electronic format, fax, or mail
- Accessed 15+ web-based windows at a time
- Met and exceeded Key Performance Measures on a daily basis

- Processed 100+ incoming calls per day and received 10 quality phone audits/monitors per month

## Education

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### **Associates of Occupational Science in Culinary Arts**

Le Cordon Bleu College of Culinary Arts  
December 2016

Laney College  
August 1989 to June 1990

Cypress College  
August 1986 to June 1987

## Skills

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Culinary (4 years)

## Certifications/Licenses

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### **Southern Nevada Food Handlers Card**

May 2018 to April 2022

**NEHA**  
April 2014 to May 2020

### **California Food Handler**

## Assessments

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### **Cooking Skills: Basic Food Preparation — Highly Proficient**

June 2019

Preparing food, using cooking equipment, and converting ingredient measurements.  
Full results: [https://share.indeedassessments.com/share\\_assignment/5e-7qcvn3kkzcirm](https://share.indeedassessments.com/share_assignment/5e-7qcvn3kkzcirm)

### **Food Safety — Proficient**

June 2019

Knowledge of proper food handling, storage, and equipment use for preventing the spread of foodborne illness.

Full results: [https://share.indeedassessments.com/share\\_assignment/8ee-rfc7e4e1pam](https://share.indeedassessments.com/share_assignment/8ee-rfc7e4e1pam)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

## Additional Information

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### Skills

- Experience with Excel, Word, Outlook, Adobe, Power Point and 10 Key (touch)
- Excellent organizational skills
- Experience in handling confidential paperwork
- Ability to handle escalated challenges
- Excellent customer relations background

### CULINARY SKILLS

- Daily usage of sanitation and food safety skills techniques and procedures
- Knife skills and knife cuts, protein fabrication, fruit and vegetable preparation
- Able to work productively in a fast paced, high volume environment
- Competent in sauce making - thickened sauces, reductions, coulis, vinaigrettes, soups, stews
- Basic bakery skills - dough's, batters, meringues, cookies, cakes
- Knowledge in scaling ingredients, recipe conversions, weights and measurements
- Reading recipes, plating, and presentation of various menus - seasonal, regional, special occasion
- Knowledge of various cooking methods - steaming, braising, poaching, grilling, boiling, frying