

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

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

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

Culinary (4 years)

Certifications/Licenses

Southern Nevada Food Handlers Card

May 2018 to April 2022

NEHA

April 2014 to May 2020

California Food Handler

Assessments

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

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

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

Additional Information

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