

Commercial Art  
Law Enforcement  
Back in SA from Fredericksberg.

## John M. Glenn

**Administrative Professional**  
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OPEN AVAILABILITY

Can

Seeking Assistant Manager, Administrative Assistant Career with a focus on Client Relations, Customer Service, Social Media, and Quickbooks. Also have Healthcare, Call Center, Retail and Sales experience.

Intermediate in Spanish.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

### Work Experience

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#### **Customer Service Representative/ SME (Subject Matter Expert)**

TaskUs San Antonio - San Antonio, TX

July 2017 to February 2018

Answer calls and email chat support for (cryptocurrency) clients. Account maintenance, trouble shooting, security authentication, email problem solving issues, Inbound calls only. One on one training in proper phone etiquette and product knowledge.

#### **Customer Service Specialist/Shipping and Receiving**

Circle E Candles - Fredericksburg, TX

June 2015 to July 2017

Customer Service: Take product orders over the phone or online through batch system, invoice and track shipments using UPS and FedEx websites. Customer complaints, and constant communication.

#### **Assistant Store Manager**

Leslie's Pools - San Antonio, TX

October 2014 to May 2015

##### **Responsibilities**

Open store, complete various opening tasks such as count cash drawers, review incoming emails and print accordingly, perform walk-through of store for safety issues, contact clients regarding service calls, perform cashier duties, customer service, some heavy lifting up to 50+ pounds. Closing duties, filing paper work, stock and clean store.

##### **Skills Used**

Sales and customer service skills, up selling, customer satisfaction, various typing and computer skills. Product knowledge and product education.

#### **Texas Work Advisor II**

Texas Department of Health and Human Services - San Antonio, TX

July 2009 to August 2011

Process applications for Food Stamps, Medicaid for Adults and Children, apply changes to cases if needed, data entry, customer service. Retain logs of daily functions for management. Update daily logs with new clients and removal of closed-out accounts. Assist other case workers with work over load if needed.

### **Imaging Specialist**

Maximus Inc - San Antonio, TX

November 2007 to July 2009

Image processing for the State of Texas HHSC, Linking of images i.e. applications, supportive documents, food stamp, children's health care, TANF. Attach images according to priority of case. Print logs and Excel spreadsheets to show daily performance. Training new hires. Provide manager and staff feedback for daily team functionality and consistency.

### **Education**

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#### **High school in Education**

Robert E. Lee High School - San Antonio, TX

August 1989 to June 1993

### **Skills**

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Microsoft, Outlook, Quickbooks, 10-key by touch, types 35 WPM. 20+ years of experience i.e. Customer Service, Sales, Image Processing, multiple phone lines. (10+ years), Customer Service, Customer Care, Call Center, CSR, Customer Support, Administration (7 years), Quickbooks, Administrative Assistant, Filing, MS Office, Microsoft Office, Receptionist, Sales, Excel, Word, Data Entry, Outlook, Outlook

### **Certifications/Licenses**

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#### **Driver's License**

## Dishwasher Test

Score 8 / 10

80%

1) After washing your hands, which item should be used to dry them?

- a) Clean apron
- b) Sanitized wiping cloth
- c) Single use paper towel
- d) Common used cloth

2) While washing dishes by hand, which item should you wear?

- a) Cutting glove
- b) Oven Mitt
- c) Rubber glove
- d) Nothing

3) When should you wash your hands?

- a) Before you start work
- b) After handling non-food items (garbage, money, cleaning chemicals)
- c) After using the restroom
- d) All of the above

4) If you need to move a heavy load, you should PULL and not PUSH the object.

- a) True
- b) False

5) Which of the following could you be at risk for getting burned from?

- a) Steam from boiling pots
- b) Hot liquids (coffee, soup, tea)
- c) Hot equipment (ovens, pots, chafing dishes)
- d) Harsh chemicals
- e) All of the above

6) All work-related injuries, accidents or illnesses should be reported immediately to the supervisor on duty.

- a) True
- b) False

7) What should you do if you spill liquids or see a liquid spill?

- a) Leave it for someone else to clean-up
- b) Wait until the end of your shift to clean it
- c) Flag the spill and clean it immediately
- d) Not sure

8) When handling hot items you should?

- a) Wear rubber gloves
- b) No need to wear anything
- c) Use an oven mitt or dry cloth towel
- d) Nothing

9) If you are using a three-compartment sink for cleaning and sanitizing, the second sink is used for?

- a) Rinsing
- b) Scraping
- c) Washing
- d) Sanitizing

10) What is the proper method for cleaning and sanitizing stationary equipment?

- a) Spray with a strong cleaning solution and wipe with a sanitized cloth
- b) Spray with a sanitizing solution, then rinse with clean water and dry
- c) Wash and rinse, then wipe or spray with a chemical-sanitizing solution
- d) Brush off loose soil with a clean cloth, then wipe with a sanitizing solution

**Cashier Test**

**Score 14/15**

B

1) A roll of quarters is worth?

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

93%

A

2) A roll of dimes is worth?

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

D

3) A roll of nickels is worth?

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

C

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

C

6) What is the current sales tax rate in your city 8.25%

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

D

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?

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

**Cashier Test**

**Score 14 / 15**

A

11) Counterfeit pens should be used on which three denominations?

- a) \$20, \$50, \$100
- b) \$10, \$20, \$50
- c) \$5, \$50, \$100
- d) \$10, \$20, \$50

A

12) How many times should you count change when giving it to the customer?

- a) one
- b) two
- c) three
- d) no need to count

Question & Answer:

13) What is the minimum age for legal alcohol purchases? 21

14) What are the acceptable forms of ID for alcohol purchases? Drivers License or Military I.d.

15) How many \$20 bills are in a bank band? 100