

# Vontrey Jones

## **Customer Service Representative**

Gardena, CA 90247

vontreyjones3\_2xb@indeedemail.com

(818) 664-5200

Authorized to work in the US for any employer

## Work Experience

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### **Valet Parking Attendant**

Brand Enhance Parking & Hospitality - Marina del Rey, CA

July 2019 to Present

Issuing Tickets to Guest and Greeting Guest , Asking if their Visiting, or Checking-In, or here for an Event , Park Car, Return Keys , Cashier , Jogging to and from Cars , Helping with Luggage with Guest to they're room

### **Customer Service Sales Specialist**

Clear-Lax - Los Angeles, CA

February 2018 to July 2019

Helping Passengers speed thru Security Faster working with TSA. Screening Passengers. This also was a SALES commission job, and I was Top 5 out of 28Airports in Sales. My job was to sale the offer and option to SKIP all lines n the airport

### **Cashier/Customer Service**

Chevron - Los Angeles, CA

February 2018 to June 2018

Part time Cashier ....Credit Card Payments for gas. Cash transactions. Stock, Inventory

### **Housekeeper**

HUSTLER CASINO - Gardena, CA

May 2015 to June 2017

Mopping, Vacuuming, Deep Cleaned Restrooms, Replace Bedding in Private Suite for Casino Owner, Fold Cleaning Towels , Restock Restrooms , Emptying Casino Trash

### **Package Handler/Shipping & Receiving**

INTERNATIONAL CHECK OUT - Van Nuys, CA

September 2012 to December 2014

Shipping packages using UPS, USPS, DHL, FED EX. Inbound/Outbound calling resolving customer issues wrapping gifts and prep for shipping

### **Cashier/Customer Service**

NORDSTROM - Redondo Beach, CA

June 2010 to July 2011

Cashier, Credit Card Returns, Stock, Inventory, Greeter,

## **Outbound/Inbound Call Rep**

ALL PHASE BUSINESS SUPPLIES - Compton, CA

September 2007 to October 2009

Provided telephone, online and face-to-face customer service/support within high-volume call centers (handling an average of 45 calls/internet inquiries daily) within retail store(s) along with customer service desks. Packed, sealed, labeled, scanned and affixed postage to prepare materials for shipment while using USPS, DHL, UPS, FEDEX company accounts, work devices such as hand tools, power tools, and postage meter. Measured, weighed, and counted products and materials. Placed telephone calls or arranged conference calls as instructed. Perform clerical duties, such as typing, proofreading, accepting orders, scheduling appointments, and sorting mail. Deep Cleaned Restrooms using Mixed water and detergents or acids in containers to prepare cleaning solutions, according to specifications. Strip, Seal, Finish, and polish floors. Make adjustments and minor repairs to heating, cooling, ventilating, plumbing, and electrical systems. Used Credit card and Cashier machines, done money drops and deposits, training and supervision over 20 team members.

## **Valet Parking Attendant**

Standard Parking - Los Angeles, CA

February 2005 to September 2007

Parking Cars, I supervised my own 3Level parking Structure, I collected money, gave parking tickets, Money Drops in the Safe, Open and Closed parking structure. I also was hand picked to Be Greeter for the Oscars after parties for high profile celebrities

## **Education**

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### **High School Diploma in SCROC Retail Sales Certificate**

INGLEWOOD HIGH SCHOOL - Inglewood, CA

## **Skills**

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RETAIL SALES (5 years), CUSTOMER SERVICE (5 years), RECEPTIONIST (3 years), ACCESS (Less than 1 year), AWARD (Less than 1 year), CSR, Call Center (5 years), Customer Care (5 years), Customer Support (5 years), Guest Service, Valet

## **Certifications and Licenses**

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### **driver's license**

## **Additional Information**

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### **Computer Skills**

Word, Excel, PowerPoint, Access, Outlook, Client Server/Networking/Hardware, Adobe, Various Internet Databases.

### **Mission Statement**

Strive to exceed customer/ employer expectations by delivering second-to-none service. Maintain customer centricity in all initiatives and interactions, always putting the customer first.

**Customer Service & Support Specialist**

Offering an award-winning track record of customer care excellence within high-volume environments that include

Call Centers Online Support Customer Service Desks

**Key Skills**

- World-Class Customer Service
- Troubleshooting/ Problem Solving
- Up-Selling/Sales Support
- Customer Order Fulfillment

  

- Operations
- Technical/User Support
- Complaint Handling
- Reports & Documentation

Name: Vontray Jones

Score 1 /14

Housekeeping Test

- B

ABP

- During which of the following situation(s) should you wear gloves?
  - a) When handling disinfectant solutions
  - b) When cleaning guest rooms
  - c) When handling soiled linen
  - d) When handling or disposing of waste
  - e) All of the above
- Which of the following should be cleaned daily?
  - a) Chairs, lamps, and tables
  - b) Tabletops, bed, and handrails
  - c) Grab bars, light, tops of doors and counters
  - d) Floors, sinks, toilets, and latrines
  - e) All of the above
- True or False: You do not need to use a separate cloth for cleaning bathrooms.
- True or False: Dusting is most commonly used for cleaning walls, ceiling, doors, windows and furniture.
- Should the following be cleaned daily or weekly? Circle one.
  - a) Floors Daily/ Weekly
  - b) Toilets and latrines Daily/ Weekly
  - c) Carpets in guest rooms Daily/ Weekly
  - d) Carpets in offices Daily/ Weekly
  - e) Soiled linen Daily/ Weekly
- The best way to clean the floors:
  - a) Scrubbing
  - b) Dry sweeping and dusting
  - c) Sweeping, mopping and dusting
  - d) Wet mopping
- What should 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 up immediately
  - d) Not sure
- The proper procedure for cleaning spills of blood and other body fluids is:
  - a) Wearing gloves, clean with cloth soaked in chlorine solution and follow up with disinfectant solution
  - b) Find the janitor on- duty and ask him to clean it up
  - c) Grab whatever is closest and wipe up immediately, then mark "Biohazard"
  - d) Nothing
- What do you do if you encounter with bed bugs in a guest room?  
*Report the issue to my supervisor or manager And Hotel management*
- What do you do if you find Lost and Found items in a guest rooms?  
*Return it to front Desk or lost and Found*
- Describe the difference between a disinfectant and a cleaning solution?  
*Disinfectant kills and Destroys bacteria*

*Cleaning Solutions used to clean or remove dirt, stains, bad smell, and most common kinds of Dirt.*