

Seattle, WA 98106
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Kassandra Reese

Professional Summary

Service-oriented with four and a half years background in customer care. Committed and hardworking with 4 years of experience processing transactions and assisting customers. Dedicated to resolving issues, answering customer questions and ringing up customers. Creative problem-solver capable of helping customers with various needs and getting support from managers for complex issues. Eager and willing to work long hours.

Skills

- ❖ Creating a happy work environment
- ❖ Communication
- ❖ Service Orientation
- ❖ Critical Thinking
- ❖ Judgment and Decision Making
- ❖ Active Learning
- ❖ Administration and Management
- ❖ Ability to Work in Harmony with Co-Workers

Work History

Recreational installations

Cashier and sales associate

March-Aug. 2019

- Helped customers complete purchases, locate items, and check out.
- Collaborated with team members in customer service, check out, stock control and overall store upkeep efforts
- Welcomed and greeted customers and offered friendly, knowledgeable assistance
- Kept cash drawer in compliance with overage and shortage standards and handled all assigned change funds and cash receipts
- Quickly and accurately counted drawers at start and end of each shift

Arctic catering

Housekeeping

Jan. 2019- March 2019

- Changing sheets weekly
- Providing clean towels daily
- Ensuring all rooms are cared for and inspected according to standards.
- Keeping common areas clear of any obstructions
- Performing a variety of other cleaning activities such as sweeping, mopping, dusting and polishing.
- Protecting equipment and making sure there are no inadequacies.
- Storing cleaning products properly
- Establish work procedures or schedules and keep track of the daily work.
- Properly labeling cleaning products
- Actively learning

Jumbo burgers

Manager

Dec. 2014-Jan. 2019

- Customer and Personal Service
- Service Orientation
- Critical Thinking
- Judgment and Decision Making
- Administration and Management Ordered supplies to meet daily needs.
- Count, and verify deposits.
- Receive and count daily inventories of cash, Balance currency, coin, and checks in cash drawers at ends of shifts, and calculate daily transactions using computers, calculators, or adding machines.
- Monitor to ensure cash balances are correct.
- Sort and file
- Identify transaction mistakes
- Resolve problems
- Prepare work schedules for staff.
- Handle customer complaints and take appropriate action to resolve them.
- Interview, hire, and train new employees.
- Complete forms in accordance with company procedures.
- Maintain scheduling and event calendars.
- Review work done by others.

Education

I acquire a GED due to homeschooling from Weber State University.

