

Devon Hawkins

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Customer Service

*Over 3 years of skilled and comprehensive experience in
Customer Service working in a variety of professional settings*

Summary of Skills

- Strong MS Office proficiency with Word, PowerPoint and Outlook
- Solid teamwork experience in fast-paced environments while handling multiple priorities
- Well organized, positive and self-motivated, being able to complete tasks unsupervised
- Punctual, fast learner with excellent attention to detail
- Flexible, open-minded and willing to learn

Professional Experience

Customer Service

- Answer telephones, provide information to callers, take messages, and transfer calls.
- Manage and update paperwork, maintaining documents, as well as required daily activity logs.
- Use office computers for various business applications, such as email, and word processing.
- Operate office equipment, such as fax machines, copiers, telephone systems as well as arrange for repairs when equipment malfunctions.
- Keep records of client transactions and daily activities as well as actions taken to ensure client satisfaction.
- Greet visitors, handle their inquiries and direct them to the appropriate departments.
- Schedule and confirm appointments for employees, and clients.
- Supervise and train new hire workers with correct job procedures as well as providing ongoing assistance when need
- Conduct on-the-job training sessions to teach and demonstrate procedures.

Employment History

Shake Shack Team Member

Cashier/Front of House expert, West Hollywood, CA

November 2017 to Present

Home Health Care Provider

The Kennedy Estate, Eagle Rock, CA

December 2015 to July 2016

Conservationist

California Conservation Corps, Los Angeles, CA

January 2015 to December 2015

Child Care

Los Angeles Child Care, Los Angeles, CA

May 2013 to December 2013

Education and Professional Development

Los Angeles Trade Tech College, Los Angeles, CA

Associate of Arts Degree in General Studies

First Aid and HAZMAT Certification

Kitchen Prep Training Program

Equipment Maintenance Certification

California Conservation Corps, Camarillo, CA

View Park Charter High School, Los Angeles, CA

High School Diploma

Favorite Concentration in Biology

Projected Graduation of 2019

Devon Hawkins

Cross Trainer - Shake Shack

Los Angeles, CA 90043

WALIHAWKINS@GMAIL.COM

323-500-3815

Work Experience

Cross Trainer

Shake Shack - West Hollywood, CA

August 2017 to Present

- Instructing new personal to their work assignments and instruct to work correctly
- Being able to provide excellent customer service, serve perfectly tempered edible food for others
- Worked in a fast pace, high demanding environment, able to function correctly in a small amount of space
- Work extensively for seven hours on feet with minimal breaks
- Helping manages with counting daily storage as well as moving necessary items
- Clean and organize for great presentation for the public and presentation
- 2 Year of cash register experience, ability to use POS system and handle large amounts of cash and other currencies
- Able to communicate and revive orders in loud environment.

Care Provider

IHSS In Home Support Service - Eagle Rock, CA

December 2015 to July 2017

Eagle Rock, CA

IHSS Provider

December 2015 to July 2017

- Provide in-home care to elderly with disabilities (Ex) Taking care of elderly blind man.
- Assisted patient with feeding, clothing, cleaning on a daily basis for another person.
- Ensuring safety and well-being of patients while document different behavioral pattern's
- Making doctor's appointments, scheduling for appropriate time so does not conflict with other important dates
- Filling out person paperwork as well as help with bills also taxes for others
- Keeping and organizing important files to be used at a later date.
- Being able to distribute medication on a timely basis

Dishwasher/Prep Cook

The Midnight Mission - Los Angeles, CA

January 2016 to June 2017

- Wash and clean multiple dishes in a timely and organize manner.
- Help prep meals for the homeless on daily basis.
- Pass out food and utensils to homeless on a daily basis
- Tracking storage from what is received and what is need weekly
- Janitorial services daily such as clean restrooms, classrooms, cafeteria

- Being able to stand for long periods of time while dealing with difficult people
- Ability to handle unorthodox behavior and personality through stressful environments. Ex: Skid Row

Conservationist

California Conservation Corps - Los Angeles, CA
January 2015 to December 2015

- Creating Trail work for new roads while using heavy equipment with precision
- Maintenance on broken materials such as chainsaws, weed whackers
- Janitorial services such as sweeping, moping and buffering floors
- Answering and receiving phone calls as well as take messages of other clients
- Organizing files alphabetically, using fax machine to send over important documents
- Instructing new personal to their work assignments daily
- Work with a full team of 15 or more effectively while working with Caltrans,
- Cleaning up freeways with Caltrans while watching for oncoming traffic
- Kitchen preparation such as organization and meal times

Teacher Assistant

Los Angeles Child Care - Los Angeles, CA
May 2013 to December 2013

- Overseeing children's daily activities and safely
- Deescalating any conflicts that may occur during the workplace.
- Engaged with children individually to attend to their physical and emotional needs
- Address behavior and learning issues with parents and Teachers
- Filing and using fax machine to send over documents.
- Documenting all daily activities and meals eaten.
- Traveling with children to outside amusement parks while keeping count of children.
- Treatment and first aid for any injuries towards children or allegories.
- Creating daily activities for children to work and have fun on daily basis.
- Helping with homework after school while educating them of the different formulas.
- Instructing others on the do's and don'ts of job requirements

Education

High School Diploma

View Park Charter High School - Los Angeles, CA
August 2010 to June 2014

Skills

Answering (Less than 1 year), cash (1 year), Fast learner (Less than 1 year), Maintenance (Less than 1 year), MS Office (Less than 1 year), ORG DEVELOPMENT (Less than 1 year), Organizational Development (Less than 1 year), Outlook (Less than 1 year), PowerPoint (Less than 1 year), Punctual (Less than 1 year), Word (Less than 1 year), Customer Service, Customer Care, Sales, Team Building, Inventory, Microsoft Office, Excel, Time Management, training, Management, Marketing, Management, Marketing, Time Management, training

Additional Information

Skills

- Fast learner (2 years), MS Office (2 years), Organizational Development (2 years), PowerPoint (1 year),
- Punctual (3 years), Strong communicator (2 years), Critical thinker (2 years), Record Keeping (2 years),
- Teamwork (4 years)

Summary of Skills

- Strong MS Office proficiency with Word, PowerPoint and Outlook
- Solid teamwork experience in fast-paced environments while handling multiple priorities
- Well organized, positive and self-motivated, being able to complete tasks unsupervised
- Punctual, fast learner with excellent attention to detail
- Able to handle large amount of cash and different currencies
- Flexible, open-minded and willing to learn from different standpoint while working
- Ability to maintain a positive attitude under stressful environments.
- Ability to communicate with co-workers and other departments with professionalism and respect.
- Maintains a professional relationship with all coworkers, vendor representatives, supervisors
- Maintenance, Janitorial, Repairing tools
- Answering and receiving phone calls, organizing files, using fax machine
- Instructing new personal to their work assignments and instruct to work correctly
- Working with a full team of 15 or more and able to work effectively and fast
- Able to count and handle large amounts of money effectively

Score /14

Name: Devon Hawkins

Housekeeping Test

75% 10.5
-3.5

1. 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
2. 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
3. True or ~~False~~: You do not need to use a separate cloth for cleaning bathrooms.
4. ☒ True or ~~False~~: Dusting is most commonly used for cleaning walls, ceiling, doors, windows and furniture.
5. 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
6. The best way to clean the floors:
 - a) Scrubbing
 - b) Dry sweeping and dusting
 - ☒ c) Sweeping, mopping and dusting
 - ☒ d) Wet mopping
7. 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
8. 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

9. What do you do if you encounter with bed bugs in a guest room?

Call my superior to ~~inform~~ inform them of the situation put linen into bag and separate from other materials.

10. What do you do if you find Lost and Found items in a guest rooms?

Report to my supervisor of what I had found and where and follow steps accordingly.

11. Describe the difference between a disinfectant and a cleaning solution?

Disinfectant is used on tables, counters, door handles mostly where a lot of dust and germs are.

Cleaning solutions are bleach, Windex, OxyClean, Pinesolve for tough to clean materials.