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# Chynelle Rhyne

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## PROFESSIONAL SUMMARY

Diplomatic, thorough and steadfast office worker with top-notch administrative skills and solid background in department of public social services. Surpass business targets while satisfying diverse customer demands. Independently handle clerical tasks like routing correspondence and coordinating travel arrangements to keep business operations smooth and efficient. Well-qualified administrative professional with remarkable typing skills, data entry expertise and goal-oriented mentality. Proficient in updating daily logs, investigating discrepancies and managing records. Focused on maximizing service, accuracy and efficiency and capable of working with little oversight.

## SKILLS

- Team collaboration
- Administrative support
- Scheduling
- Mail handling
- Recordkeeping
- Mail distribution
- Payment collection
- Credit card processing
- Retail merchandising
- Refund handling
- Cash register operations
- Basic math skills
- Security monitoring
- Cleanliness
- Cleaning and sanitizing
- Order taking
- Cash register systems
- Identification checks
- Cash drawer management
- Customer assistance
- Able to lift 50 pounds
- Basic computer skills
- Working night shift
- Strong team player
- Strong initiative
- Good judgment
- Troubleshoot/repair of compression equipment
- Good communication skills

## WORK HISTORY

### OFFICE CLERK

01/2019 to CURRENT

#### Los Angeles County | Los Angeles, CA

- Supported financial operations by managing tax drawers and researching variances
- Delivered expert clerical support to diverse internal staff and management by efficiently handling wide range of routine and special requirements
- Provided clerical support to 50 company employees by copying, faxing and filing documents
- Interacted with customers professionally by phone, email or in-person to provide information and direct to desired staff members
- Kept physical files and digitized records organized for easy updating and retrieval by authorized team members
- Evaluated completeness, accuracy and integrity of sensitive and personal

- records
- Sorted mail for delivery
- Maintained composure in stressful situations and continued to provide helpful and kind guest services for fantastic customer satisfaction
- Drafted professional business memos, letters and marketing copy to support business objectives and growth
- Enhanced collaboration between team members by preparing meeting materials and taking clear notes to distribute to stakeholders
- Recorded arrival and departure times for loads
- Recorded minutes at board meetings adhering to proper procedures and bylaws
- Maintained accurate and current alphanumeric filing system for optimal record-keeper efficiency
- Worked with heavy public contact

**JANITORIAL CLEANER**

03/2018 to 10/2018

**K1 Speed Inc. | Gardena, CA**

- Performed daily checklists throughout facilities, including cleaning floors, wiping down glass entry ways and collecting trash
- Applied insecticides and released fumigant to guard against insect and rodent infestations
- Mixed, used and properly stored hazardous chemical cleaners to minimize risk of injury or illness
- Maintained optimal supply levels to meet daily and special cleaning needs
- Applied correct chemical solutions and used proper equipment to avoid damage to floors and fixtures
- Dusted all furniture and fixtures thoroughly and carefully
- Carried linens, towels, toilet items and cleaning supplies using wheeled cart for maximum efficiency
- Followed safety standards and established SOPs when handling, mixing and storing hazardous chemicals
- Prepared facilities for special events, including bringing out chair and table racks, setting up arrangements and handing decorations
- Kept bathroom facilities well-cleaned, stocked and properly maintained for staff and guests
- Established and maintained clean and comfortable environments in cars by vacuuming, cleaning windows and dusting

**CASHIER TEAM LEAD**

06/2017 to 01/2018

**Churchs Chicken | Los Angeles, CA**

- Reviewed and resolved differences between accounting information and cash drawer
- Checked bills with counterfeit pens and examined coins to spot and refuse foreign currency
- Reconciled cash drawer at start and end of each shift, accounting for errors and resolving discrepancies

- Helped customers complete purchases, locate items and join reward programs to promote loyalty, satisfaction and sales numbers
- Restocked, arranged and organized merchandise in front lanes to drive product sales
- Consistently met upsell goals by highlighting target merchandise with strategic promotional approaches
- Counted cash in register drawer to balance register at beginning and end of shift
- Worked closely with supervisor to solve problems and handle customer complaints
- Kept drawers accurate, current and secure by checking bills for counterfeit markers, storing large bills and keeping adequate change
- Trained as team management and provided back-up coverage to provide customers with optimal support
- Worked with team members to complete daily counts and maintain funds security to minimize theft and mismanagement risks
- Completed manual and machine counts of funds for transactions valued at over \$4500
- Checked prices for customers and processed items sold by scanning barcodes
- Mentored new team members on registers, meeting customer needs, maximizing group performance and maintaining high satisfaction with customers
- Efficiently processed new orders, completing 200+ daily transactions with remarkable accuracy
- Helped over 200 guests every day by processing payments, monitoring reward accounts and resolving service concerns
- Educated customers on discounts, new meals and special promotions to enhance sales
- Operated cash register for cash, check and credit card transactions with 98% accuracy
- Increased sales 10% by offering advice on purchases and promoting additional products and providing friendly service
- Maintained organized and clean customer areas by completing daily recovery checklists
- Assisted customers with special services, account updates and promotional options

## EDUCATION

### Criminal Science

#### **Whittier College, Whittier, CA**

- Coursework in criminal justice, early education and science.
- Received scholarship of arts poets and communications
- Minored in early education transitioning to current major
- Continuing education in Early childhood education

I CAN LEARN AND  
MASTER AND TASK  
FAST AND  
EFFICIENTLY

Im very well rounded I can be placed anywhere and learn the task set in front of me.

ADDITIONAL  
INFORMATION

Im ready to work learn and become apart of the team.

## Dishwasher Test

Score 9 / 10

-100%

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, chaffing 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