

Vivian Nero

16909 Rolling Creek Apt
#218
Houston, TX 77090
(281)460-1683
inkytec@gmail.com

OBJECTIVE

A position in an oriented company that seeks an ambitious and career conscious person where my acquired skills and education will be utilized toward growth and advancement.

QUALIFICATIONS

- Observed and practiced all established health and sanitation procedures.
- Ensured that all products were mixed, prepared and ready for work.
- Manage multiple employees.
- Used the proper equipment at all times.
- Kept work area cleaned and organized.
- Restock items when needed.
- Performed all opening and closing procedures as indicated in the Employee Manual.
- Assisted in extended duties.
- Worked multiple stations throughout the shift.
- Duties of logging and keeping inventory.
- Enforcer of health and safety guidelines.
- Maintained all Painters Equipment.
- Perform Advertising by Flyer Distribution and Website.
- Resolve customer complaints via phone, email, mail, or social media.
- Use telephones to reach out to customers and verify account information.
- Greet customers warmly and ascertain problem or reason for calling.
- Cancel or upgrade accounts.
- Assisted with placement of orders, refunds, or exchanges.
- Advise on company information.
- Take payment information and other pertinent information such as addresses and phone numbers.
- Place or cancel order
- Suggest solutions when a product malfunctions.
- Handle product recalls.

Volunteer Work!

Saint John's Baptist Church
2002-Current

Houston Food Bank
2002-Current

George R Brown
Thanksgiving Feast
2008-Current

Thanksgiving Parade
2017-Current

- Attempt to persuade customer to reconsider cancellation.
- Inform customers of deals and promotions.
- Sell products and services.
- Work with customer service manager to ensure proper customer service is being delivered.
- Close out or open call records.
- Compile reports on overall customer satisfaction.
- Read from scripts.
- Handle changes in policies or renewals.

EXPERIENCE

Operation Safe House, Houston,TX - Customer Service /Painter

July 2000 - PRESENT

- Paint Houses
- Strip Parking Lots
- Flyer Distribution
- Pressure Washing
- Manage A Team

04/2002 – 09/2006 Avirex Intermedia ,Houston,TX - Assembler Coordinator

- Enter product information into a dummy base system
- Distribute advertisement for product sales
- Organize products for drop shipment to customers
- Customer relations through phone and internet
- Tangibly dealt with a multitude of products from computers,toys,audio-video,electronics and miscellaneous items.

Waste Management , Baton Rouge,LA—

Packer/Sorter/Production

8/2000 – 3/2002

- Sort products
- Supervised over proper containment
- Packaged for recycling
- Pulling/sorting metals from a conveyor belt.

Sizzler's , Baton Rouge,LA — Head Cook

JULY 1994 - APRIL 1998

- Setting up workstations with all needed ingredients and cooking equipment

- Preparing ingredients to use in cooking (chopping and peeling vegetables, cutting meat etc.)
- Cooking food in various utensils or grillers
- Prep and grill cook
- Followed health and safety guidelines
- Participated in team efforts
- Stocked and recorded inventory
- Supervision over the cook staff and dishwashers

WINCUP, Atlanta, GA — Packer

JANUARY 1989- JUNE 1994

Mark and label containers, container tags, or products, using marking tools. Measure, weigh, and count products and materials. Examine and inspect containers, materials, and products in order to ensure that **packing** specifications are met.

- Took cups off the conveyor belt and put them in proper containers
- Packed for shipment
- Worked the conveyor line

EDUCATION

1979-1982 High School Diploma, Jackson High School
 2004 Level Three Basic Security Officers Training, American Security Officers Academy
 2004 Business Management Course
 2006 Merchandiser Certification
 2006 Interviewer Certification
 2007 Painters Certification
 2013 Event Planner Certification

COMPUTER SKILLS

Data Entry Terminal {PDT, Mainframe Terminal, etc}
 Email Software {Outlook, Thunderbird, etc}
 Graphics or Drawing Software {Photoshop, etc}
 Internet Browser {Internet Explorer, Firefox, etc}
 Peripheral Devices {Scanners, Printers, etc}
 Presentation Software {Powerpoint, Flash, etc}
 Spreadsheet Software {Calc, Excel, etc}
 Utility Software {Virus, File Compression, etc}
 Web Design Software
 Word Processing Software
 {OpenOffice, Word, Wordperfect, etc}

Multiple Choice (1 point each)

- 1) A gallon is equal to _____ ounces
- a. 56
 - b. 145
 - c. 32
 - d. 128
- 2) Mesclun are what type of vegetable?
- a. Roots
 - b. Beans
 - c. Salad Greens
 - d. Spices
- 3) What does the term braise mean?
- a. Sear quickly on both sides
 - b. Slowly cook in covered pan with little liquid
 - c. Cook on high heat and quickly
 - d. Slowly cook in simmering water
- 4) At what internal temperature must chicken be cooked so that it is safe to eat?
- a. 155 degrees F
 - b. 165 degrees F
 - c. 175 degrees F
 - d. 185 degrees F
- 5) How do you blanch vegetables?
- a. Immerse for a short time in boiling water
 - b. Cook lightly in butter over med heat
 - c. Soak in cold water overnight
 - d. Rub with salt before cooking
- 6) Which of the following ingredients would you pack before measuring?
- a. Olive Oil
 - b. Salt
 - c. Brown Sugar
 - d. White Sugar
- 7) What is Al Dente?
- a. Firm but not hard
 - b. Soft to the touch
 - c. Very hard
 - d. Very soft
- 8) Food should be left out no more than
- a. 2 hours
 - b. 3 hours
 - c. 4 hours
 - d. 5 hours

Prep Cooks Test

- 9) Which is the improper way to thaw frozen food?
- a. In the fridge
 - b. In a sink with cold water
 - c. On the counter
 - ☒ d. In the microwave
- 10) Which of the following can you use to put out a grease fire?
- a. Baking Soda
 - b. Baking Powder
 - ☒ c. Flour
 - d. Water
- 11) What is the temperature range of the danger zone?
- a. 25-135
 - ☒ b. 40-140
 - c. 50-160
 - d. 30-130
- 12) Which of the following is listed from smallest to largest?
- a. Dice, chop, mince
 - b. Mince, chop, dice
 - c. Chop, dice, mince
 - ☒ d. Mince, dice, chop
- 13) Which direction should pan handles be turned while cooking on the stove?
- a. Over the fire at all times
 - b. Turned towards you for better control
 - ☒ c. Turned towards the right or left at all times
 - d. Over the countertop at all times
- 14) When you poach something, you cook it with what?
- a. Noodles
 - b. Vegetables
 - ☒ c. Liquid
 - d. Oil
- 15) Which spoon is used to remove fat from soups and stews?
- a. Basting Spoon
 - ☒ b. Ladle
 - c. Slotted Spoon
 - d. Portion Spoon
- 16) Which of the following means to cook in a small amount of fat?
- a. Season
 - ☒ b. Sauté
 - c. Broil
 - d. Boil
 - e. Fry

Prep Cooks Test

17) What is a Julien cut?

- a. Food cut into long thin strips, matchstick
- b. Food cut into long thin strips then turned and cut into a 1/8" dice
- c. Food diced into finely chopped and uniform pieces
- d. Cutting and peeling into oblong seven sided football like shapes

18) To cook a food in a pan without browning over low heat until the item softens and releases moisture.

- a. Sweat
- b. Boil
- c. Roast
- d. Grill

Fill-in the Blank (1 point each)

19) SALT & PEPPER are the basic seasoning ingredients for all savory recipes.

20) DICED: to cut into very small pieces when uniformity of size and shape is not important.