

SUMMARY	
<p>Customer focused - goal oriented customer service representative with extensive knowledge in time management, cash handling, customer service decorum, and providing operations management functions in a professional work environment. Hard worker who grasps new concepts quickly. Experienced in inventory control and organizing workspaces. Face to face customer relations based career spans three years with extensive experience in food service.</p>	
<p>Proficiencies in MS Office Suite (including Microsoft Word and Outlook).</p>	
• Customer focused - goal oriented customer service representative with extensive knowledge in time management, cash handling, customer service decorum, and providing operations management functions in a professional work environment. Hard worker who grasps new concepts quickly. Experienced in inventory control and organizing workspaces. Face to face customer relations based career spans three years with extensive experience in food service.	• Customer focused - goal oriented customer service representative with extensive knowledge in time management, cash handling, customer service decorum, and providing operations management functions in a professional work environment. Hard worker who grasps new concepts quickly. Experienced in inventory control and organizing workspaces. Face to face customer relations based career spans three years with extensive experience in food service.

ANGEL SILAS
12/30/2015
12/31/2015

PROFESSIONAL EXPERIENCE	
08/2013 -	<b>Cashier</b> , Bursars Office
05/2015	<ul style="list-style-type: none"> <li>• Wrote up transcripts for different departments</li> <li>• Answered customer request or inquiries via multi-line phone in regards to deadlines, payments, plans, and etc.</li> <li>• Research and resolve customer complaints in a timely manner to ensure customer satisfaction is met.</li> <li>• Mail and delivery runs</li> <li>• Distributed checks</li> <li>• Filed scholarships and refunds</li> </ul>
02/2011 -	<ul style="list-style-type: none"> <li>• Research and resolve customer complaints in a timely manner to ensure customer satisfaction is met.</li> <li>• Mail and delivery runs</li> <li>• Distributed checks</li> <li>• Filed scholarships and refunds</li> </ul>

- Operate cash register and receive payments from customers in cash or credit card, accurately count and provide change to customers.
- Adhere to proper food handling, safety and sanitation standards during food preparation, service and clean up.
- Built loyal clientele through friendly interactions and consistent appreciation.
- Prepare and deliver food orders requested by customers in accordance with company policy.

06/2010- **Counselor** Flat Shoals Summer Camp

08/2010

- Feed the children
- Supervised the children
- We did sing-a-longs, arts & crafts, watched movies
- Took them on various fieldtrip

02/14/16-09/01/16 **Server/Bartender**, Wet Willies

- Delivered exceptional, friendly, and fast service.
- Assisted and answered customers' questions on menu selections.
- Checked on customers regularly to ensure their satisfaction with each food course and beverage.
- Routinely cleaned windows, tables, restocked condiments, and washed dishes.
- Worked as a team to deliver hot food and make sure that every customer gets a great experience.
- As bartender, I assisted customers' to figure out what would be the best drink selection for them and gave them information on what ingredients was in each drink.
- I also monitored the number of drinks each customer had and their intoxication levels.

08/01/16- present **Server/Cashier**, Mister P's

- Delivered exceptional, friendly, and fast service.
- Assisted and answered customers' questions on menu selections.
- Checked on customers regularly to ensure their satisfaction with each food course and beverage.
- Routinely cleaned windows, tables, restocked condiments, and washed dishes.
- Worked as a team to deliver hot food and make sure that every customer gets a great experience.
- Shift leader
- Trained new employees
- Cash handler
- Store runs

EDUCATION/ACCOMPLISHMENTS	
August 2019	Bachelors in Professional Studies-Health studies, <i>University of Memphis</i>
May 2013	High School Diploma, <i>Towers High School</i>
August 2009/2012	Upward Bound, <i>Georgia Perimeter College</i>
August 2014/2015	National Conference Coordinator SCANNA commercial for the super bowl
February 2003	PAUSE
September 2013	Events Chair
December 2013	Fed the homeless, <i>Georgia Dome</i>
June 2013/2014	Applesseed Academy
August 2013/2015	RHC

