

SUMMARY

Customer focused - goal orientated 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. Proficiencies in MS Office Suite (including Microsoft Word and Outlook).

KEY SKILLS

- Customer service
- Communication skills
- Leadership/ Management
- skills
- Creativity
- Multitasker
- Teamwork
- Client Relationships
- Customer & Phone Support
- Cash handling
- Face to Face & Interpersonal communication
- Time Management
- Persistence
- Professionalism

PROFESSIONAL EXPERIENCE

08/2013-05/2015

Cashier, Bursars Office

- Wrote up transmittals for different departments
- Answer customer request or inquiries via multi-line phone in regards to deadlines, payments, plans, and etc.
- Research and resolve customer complaints in a timely manner to ensure customer satisfaction is met.
- Mail and delivery runs
- Distributed checks
- Filed scholarships and refunds

02/2011-07/2012

Cashier/Cook Fish, Chicks, & More

- 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-
08/2010 **Counselor** Flat Shoals Summer Camp

- 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,
 May 2013 *University of Memphis*
 High School Diploma, *Towers High School*
 August 2009/2012 Upward Bound, *Georgia Perimeter College*

August 2014/2015 National Conference Coordinator
 February 2003 SCANNA commercial for the super bowl
 January 2014 PAUSE
 September 2013 Events Chair
 December 2013 Fed the homeless, Georgia Dome
 June 2013/2014 Applesseed Academy
 August 2013/2015 RHC

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