

Ashley Strickland

Hard Work Does Pay Off

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Tues 11/5

I believe in order to get anywhere in life "WORK" has to be done. Hard work Does pay off. Choosing an occupation is imperative to me. I don't just call it "getting a job" because any company or business that gives me

a so called job has then just giving me new opportunity to be successful Period. So I choose to Work Hard at every opportunity I am giving. #Success #Prosperity

Authorized to work in the US for any employer

Work Experience

Customer Service Representative/Title corrections

Georgia Department of Revenue - Atlanta, GA

March 2019 to Present

My responsibility here was to check Titles & make corrections if needed for \$18 or to send out replacement titles for \$8. There would be some titles I would have to send out rejection letters because of missing items such as fees or certain signatures that are mandatory. I would also remove & replace liens on titles everyday.

Airport Escort

ABM Aviation Heartfield Jackson airport - Atlanta, GA

April 2018 to January 2019

I started off as a cart pusher & then moved up to escorting. I would stand on a mat across the border in the airport & one of the Customs Border Protection Officers would call for an escort. I then would be my job to escort then to a certain room depending information giving to me by the Officer. It could be because they have food that needs to be checked or guns they need to pick up Etc...

Call Center Agent

NexusOP - Atlanta, GA

February 2016 to November 2017

My responsibilities for this job was to log in on my laptop any time that i could to take calls assisting people with there billing accounts. my main job was to keep customers from canceling there accounts and retain customers.

cashier/sales associate

Dicks Sporting Goods - Atlanta, GA

May 2015 to January 2016

Responsibilities

I assist customers around the store & making sure they found everything they needed. I handled transactions with the cash register.

napkins they'll usually be ready to order. I'd then take their order, then put the order in exactly like they asked. Occasionally check on them & fill up their drinks while waiting on their food.

Accomplishments

I'd make sure that all my tables got my best service. I'd would make sure their food would be brought out to them in minutes while hot. I'd even gotten great reviews on Yelp.com about my great services at this restaurant. Already have server license for alcohol.

Skills Used

Treating people how I'd like to be treated at restaurant. Making sure they had everything they needed before they even have to ask.

Education

High School Diploma

Atlanta Technical College - Atlanta, GA

June 2017 to January 2019

High school

Benjamin Banneker high school - College Park, GA

August 2009 to June 2014

Skills

- Customer Service
- CSR
- Customer Care
- Call Center

Certifications and Licenses

TABC

food handler certificate

driver's license

Additional Information

I have a server license for alcohol already.

Cashier Test

Score / 15

- B 1) A roll of quarters is worth?
a) \$5.00
b) \$10.00
c) \$15.00
d) \$20.00
- A 2) A roll of dimes is worth?
a) \$5.00
b) \$4.00
c) \$3.00
d) \$2.00
- D 3) A roll of nickels is worth?
a) \$8.00
b) \$6.00
c) \$4.00
d) \$2.00
- C 4) A roll of pennies is worth?
a) \$1.00
b) \$0.75
c) \$0.50
d) \$0.25
- C 5) What does POS stand for?
a) Patience over standards
b) Percentage of sales
c) Point of sales
d) People over service
- 6) What is the current sales tax rate in your city 8.94%?
- C 7) A customer buys a bowl of soup for \$1.25, an apple \$0.90 and a soda is \$0.79. If you are given \$10.00 how much change should you give back?
a) \$4.06
b) \$2.06
c) \$7.06
d) \$5.06
- B 8) A customer buys two shirts for 10.50 each and two ball caps for \$7.25 each. If you are given \$50.00 how much change should you give back?
a) \$19.50
b) \$14.50
c) \$9.50
d) \$4.50
- D 9) A customer buys soda for \$3.75 and a hot dog for \$4.25. If you are given \$20.00 how much change should you give back?
a) \$6.00
b) \$8.00
c) \$10.00
d) \$12.00
- A 10) A customer buys two hamburgers at \$3.75 each, two bags of chips at \$1.25 each, two cookies at \$2.50 each and two sodas at \$3.25 each. If you are given \$100.00 how much change should you give back?
a) \$78.50
b) \$58.50
c) \$38.50
d) \$28.50

A

11) Counterfeit pens should be used on which three denominations?

- a) ☒ \$20, \$50, \$100
- b) ☐ \$10, \$20, \$50
- c) ☐ \$5, \$50, \$100
- d) ☐ \$10, \$20, \$50

B

12) How many times should you count change when giving it to the customer?

- a) ☐ one
- b) ☒ two
- c) ☐ three
- d) ☐ no need to count

Question & Answer:

13) What is the minimum age for legal alcohol purchases? 21

14) What are the acceptable forms of ID for alcohol purchases? State ID

15) How many \$20 bills are in a bank band? 15