

# Nyryna Kidd

## **Logistics and Customer Service Rep**

Decatur, GA 30032

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Reliable overall professional, offering 4+ years of experience in customer service. I'm also hands on with in warehouse settings. I have great leadership capability with awesome time management.

Authorized to work in the US for any employer

## Work Experience

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### **Operator**

Veryable - Atlanta, GA

June 2019 to October 2019

- I worked at various locations.
- This is an app for on demand work.
- I worked for Elite Laundry for the Airport maintaining the blanket machine for folding.
- Worked on 2nd shift so we closed and of course cleaned the area before we left which was mostly lent.
- I also worked at Relogistix for Walmart helping to make pallets for shipping cargo carts.
- I worked Uniform Advantage actually helping sort their incoming mail from all carriers as well as folding necessary returns.

### **Warehouse Associate**

BlueCrew - Atlanta, GA

May 2019 to June 2019

- Kept warehouse clean and organized to maximize team efficiency and productivity.
- Worked safely around moving machinery.
- Inspected products for defects and damages and examined ingoing and outgoing shipments to verify accuracy and prevent errors.

### **Call Center Customer Service Representative**

NSPIRE OutReach - Lawrenceville, GA

March 2019 to June 2019

- I contacted donors to verify we have the proper information in our files so they can donate if they choose to.
- I also updated case files by adding emails and new addresses into the computer system.

### **Independent Contractor**

Wonolo Inc - Atlanta, GA

October 2018 to May 2019

- On demand staffing app ranging from various duties including
- administrative assistance
- logistics

- Order Puller (2 years)
- Loading (1 year)
- Customer Service (7 years)
- Pallet Jack (2 years)
- Cooking (6 years)
- Call Center (Less than 1 year)
- Inventory (Less than 1 year)
- Cleaning (10+ years)
- Hospitality (2 years)

## Assessments

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### **Reliability — Highly Proficient**

April 2019

Measures a candidate's tendency to be dependable and come to work.

Full results: [https://share.indeedassessments.com/share\\_to\\_profile/4e6a58247d364360f51cd6cd3e7a8b85eed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/4e6a58247d364360f51cd6cd3e7a8b85eed53dc074545cb7)

### **Cooking Skills: Basic Food Preparation — Familiar**

February 2019

Preparing food, using cooking equipment, and converting ingredient measurements.

Full results: [https://share.indeedassessments.com/share\\_to\\_profile/d9590012bef0f64faa085a793487c80aeed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/d9590012bef0f64faa085a793487c80aeed53dc074545cb7)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

## Dishwasher Test

Score / 10

C 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

C 2) While washing dishes by hand, which item should you wear?

- a) Cutting glove
- b) Oven Mitt
- c) Rubber glove
- d) Nothing

C 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

A 4) If you need to move a heavy load, you should PULL and not PUSH the object.

- a) True
- b) False

E 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, chafing dishes)
- d) Harsh chemicals
- e) All of the above

A 6) All work-related injuries, accidents or illnesses should be reported immediately to the supervisor on duty.

- a) True
- b) False

C 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

C 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

A 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

C 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

Housekeeping Test

1. During which of the following situation(s) should you wear gloves?
  - a) When handling disinfectant solutions
  - b) When cleaning guest rooms
  - c) When handling soiled linen
  - d) When handling or disposing of waste
  - e) All of the above
2. Which of the following should be cleaned daily?
  - a) Chairs, lamps, and tables
  - b) Tabletops, bed, and handrails
  - c) Grab bars, light, tops of doors and counters
  - d) Floors, sinks, toilets, and latrines
  - e) All of the above
3. True or False: You do not need to use a separate cloth for cleaning bathrooms. *False*
4. True or False: Dusting is most commonly used for cleaning walls, ceiling, doors, windows and furniture. *False*
5. Should the following be cleaned daily or weekly? Circle one.
 

a) Floors	<input checked="" type="radio"/> Daily/ Weekly
b) Toilets and latrines	<input checked="" type="radio"/> Daily/ Weekly
c) Carpets in guest rooms	<input checked="" type="radio"/> Daily/ Weekly
d) Carpets in offices	<input checked="" type="radio"/> Daily/ Weekly
e) Soiled linen	<input checked="" type="radio"/> Daily/ Weekly
6. The best way to clean the floors:
  - a) Scrubbing
  - b) Dry sweeping and dusting
  - c) Sweeping, mopping and dusting
  - d) Wet mopping
7. What should 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 up immediately
  - d) Not sure
8. The proper procedure for cleaning spills of blood and other body fluids is:
  - a) Wearing gloves, clean with cloth soaked in chlorine solution and follow up with disinfectant solution
  - b) Find the janitor on- duty and ask him to clean it up
  - c) Grab whatever is closest and wipe up immediately, then mark "Biohazard"
  - d) Nothing
9. What do you do if you encounter with bed bugs in a guest room?  
*Remove the guest & report the situation immediately.*
10. What do you do if you find Lost and Found items in a guest rooms?  
*Turn them in immediately*
11. Describe the difference between a disinfectant and a cleaning solution?  
*Disinfectant doesn't need to be wiped off.*

**Multiple Choice**

A

1) Food is served on what side with what hand?

- a) On the left side with the left hand
- b) On the left side with the right hand
- c) On the right side with the left hand
- d) On the right side with the right hand

A

2) Drinks are served on what side with what hand?

- a) On the left side with the left hand
- b) On the left side with the right hand
- c) On the right side with the left hand
- d) On the right side with the right hand

D

3) Food and drinks are removed on what side with what hand?

- a) On the left side with the left hand
- b) On the left side with the right hand
- c) On the right side with the left hand
- d) On the right side with the right hand

A

4) What part of a glass should you handle at all times?

- a) The stem
- b) The widest part of the glass
- c) The top

D

5) When you are setting a dining room how should you set up your tablecloths?

- a) Neatly and evenly across the tables
- b) The creases should all be going in the same directions
- c) The chairs should be centered and gently touching the table cloth
- d) All of the above

B

6) If you bring the wrong entrée to a guest what should you do?

- a) Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn
- b) Inform the guests that you will bring the correct entrée once everyone else in the dinning room is served
- c) Try to convince the guests to eat what you brought them
- d) Go back into the kitchen to the front of the line and inform the expeditor that you need a different entrée

**Match the Correct Vocabulary**

D Scullery

A. Metal buffet device used to keep food warm by heating it over warmed water

E Queen Mary

B. Style of service where food is prepared or served individually at the dinner table to fit the customer's specific taste (i.e. providing dressing and pepper for salad or handing out bread to each patron)

A Chaffing Dish

C. Used to hold a large tray on the dining floor

HC French Passing

D. Area for dirty dishware and glasses

B Russian Service

E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

F Corkscrew

F. Used to open bottles of wine

C Tray Jack

G. Style of dining in which the courses come out one at a time