

Sener 2/4 @ 12:47am

Carolyn Fernicola

Fairfield, NJ 07004
carolynfernicola7_97p@indeedemail.com
973-830-7307

carolyn.fernicola@gmail.com

Authorized to work in the US for any employer

LM

Work Experience

Agent

New York Life
July 2019 to Present

- Licensed to sell Life Insurance.
- Attended events to promote company.
- Maintained a customer database for clients.
- Called clients regarding policies that are both current and lapsed.
- Created illustrations for policies that clients were interested in.
- Explained all aspects of the policies that the company offers to best suit the needs of the client.
- Collaborated with other employees on strategies that could be used to gain clientele.
- Attended a large volume of training classes on both the company, strategies, and products.
- Worked independently in both office and home setting.

General Manager

Fairfield Garden Center
May 2002 to January 2019

- Developed and administered the loyalty rewards program to provide incentives for repeat customers.
- Managed the implementation of the stores point of sale system.
- Physically handled inventory items from delivery to product placement.
- Analyzed inventory on packing lists and transferred to POS system.
- Adjusted retail prices of products based on cost including freight to ensure a constant profit margin.
- Programmed bundle pricing and sale pricing within the POS system.
- Answered phone calls across four lines while multitasking on the register.
- Performed clerical duties for upper management such as:
 - filing, correspondence, booking travel, maintaining all computers, faxing, editing newspaper ads
- Created standard operating procedure book that clearly outline roles and responsibilities for all positions.
- Developed the stores new hire orientation and onboarding process.
- Tracked and managed the store inventory including data entry, review, and control.
- Develop stores customer service strategy that focused on customer centricity & experience.
- Developed and managed weekly staff schedules with rotating shifts for 10-12 people.
- Directly involved in creating seasonal marketing and branding strategies.
- Reviewed and managed all store correspondence and advertisement.
- Leveraged product expertise & knowledge to provide customers with advice on store merchandise.
- Used quick books to create reports, print checks, send invoices, and track any open bills.

- Adept in problem solving and maintaining employee morale while diffusing any problems on a day to day basis.
- Quickly and accurately get projects done within a deadline situation.
- Managed projects throughout the store between 10-12 people at a time.

Education

Bachelor of Science in Business Management

William Paterson University

Skills

- Data entry
- 65 wpm
- Customer service
- Pos
- Retail
- Pos systems
- Retail sales
- Quickbooks
- Inventory
- Scheduling
- Pricing
- Ms office
- Excel
- Mac
- Merchandising
- Microsoft Powerpoint
- Retail Math
- Microsoft Office
- Microsoft Outlook

Additional Information

Skills:

Retail Sales Customer Service Project Management Inventory Management
 Google Adwords Team Leadership Scheduling POS Systems
 BV Retailer Excel Data Entry Pricing

Computer Skills:

MS Office, Excel, Power Point, Mac & PC Operating Systems, QuickBooks, Type at a rate of 65 wpm

Re: Employment Application New Jersey

JotForm

Fri 12/06/2019 9:48 AM

To: HS New Jersey <hsnj@theservicecompanies.com>

 **Employment Application New Jersey**

First Name	Carolyn
Last Name	Fernicola
E-mail Address	carolyn.fernicola@gmail.com
Phone	973-830-7307
Address	Alan Drive
Unit or Number	19
City, State	Fairfield
Zip Code	07004
What region(s) are you applying to work within?	New Jersey
Which position(s) are you applying for?	Server
Are you applying for:	Full-Time Part-Time
When can you start?	12-09-2019
Can you work overtime?	Yes
How did you hear about us?	Google
If you were referred, please tell us by whom:	linkedin
What days/times can you work? Select all that apply:	Monday AM Monday PM Tuesday AM Tuesday PM Wednesday AM Wednesday PM Thursday AM Thursday PM Friday AM

Friday PM
 Saturday AM
 Saturday PM
 Sunday AM
 Sunday PM

Do you have any planned vacations or extended leave in the next 12 months? (If no, leave blank)

I will be away for Christmas from December 18th-31st.

Have you ever applied to or worked for The Service Companies (TSC) before?

No

Do you have any friends or relatives working for Acrobat? If so, please let us know who:

n/a

If hired, would you have reliable means of transportation to and from work?

Yes

If hired, can you present evidence of your legal right to live and work in this country?

Yes

Are you able to perform the essential functions of the job for which you are applying?

Yes

Name of School

William Paterson University

City & State

Wayne, NJ

Grade/Degree

BS - Business Management

Graduated?

Yes

Do you have any special licenses? (If so, label under "Special")

No

Are you computer literate? (If so, label which programs under "Special")

Yes

Are you proficient with Point of Sale systems? (If

Yes

so, label which under
"Special")

Do you have any
experience, training,
qualifications or special
skills? (If so, label under
"Special")

Yes

Special:

Proficient in BW Retailer POS program.

Time management skills, organization,
management....

Are you currently
employed?

Yes

Can we contact your
current employer?

No

Name and Address of
Employer

New York Life

Type of Business

Insurance Company

Phone Number

201-845-6900

Your Position & Duties

Insurance Agent

Date of Employment
(from/to):

July 2019-current

Reason for Leaving

can't live on just commission

Still Employed:

Yes

Name and Address of
Employer

Fairfield Garden Center

Type of Business

Retail store

Phone Number

out of service

Your Position & Duties

Data entry, employee manager, scheduling,
running the register....

Date of Employment
(from/to):

May 2002-January 2019

Reason for Leaving

store closed

Still Employed:

No

First Name

Edward

Last Name

Lavery

E-mail Address

maclavery@aol.com

Phone

978-214-9671

Relationship: former manager

Years Acquainted: 33

First Name Lisa

Last Name Acampora

Phone 973-626-7471

Relationship: former coworker

Years Acquainted: 10

First Name Kathleen

Last Name Stern

Phone 973-229-9934

Relationship: former coworker

Years Acquainted: 20

I hereby certify that I have not knowingly withheld any information that might adversely affect my chances for employment and that the answers given by me are true and correct to the best of my knowledge. I further certify that I, the undersigned applicant, have personally completed this application. I understand that any omission or misstatement of material facts on this application or on any document used to secure employment shall be grounds for rejection of this application or for immediate discharge if I am employed, regardless of the time elapsed before discovery.

(Checked box indicates acknowledgement)

I hereby authorize Acrobat Outsourcing to thoroughly investigate my references, work

(Checked box indicates acknowledgement)

record, education and other matters related to my suitability for employment and, further, authorize the references I have listed to disclose to the company any and all letters, reports and other information related to my work records, without giving me prior notice of such disclosure. In addition, I hereby release the company, my former employers and all other persons, corporations, partnerships and associations from any and all claims, demands or liabilities arising out of or in any way related to such investigation or disclosure.

I hereby authorize The Service Companies (TSC) and its authorized representatives to solicit information regarding my background, which may include but not be limited to, information about my employment, (Checked box indicates acknowledgment) education, and/or criminal history, which may be in the files of any federal, state, or local criminal justice and law enforcement agency and general public records history.

I understand that if (Checked box indicates acknowledgment) selected for hire, it will be necessary for me to provide satisfactory evidence of my identity and legal authority to work in the United States, and that federal

immigration laws require me to complete an I-9 form in this regard within three days of my hire date.

Acrobat Outsourcing is an at-will employer. I understand that nothing contained in the application, or conveyed during any interview, which may be granted or during my employment, if hired, is intended to create an employment contract between me and the company. In addition, I understand and agree that if I am employed, my employment is for no definite or determinable period and may be terminated at any time, with or without prior notice, with or without cause, at the option of either myself or the company, and that no promises or representations contrary to the foregoing are binding on the company unless made in writing and signed by me and the company's designated representative.

(Checked box indicates acknowledgement)

I hereby acknowledge that I have read and understand the above statements.

(Checked box indicates acknowledgement)

Applicant Digital
Signature (Type Name):

Carolyn Fernicola

Date:

12-06-2013

Please Attach Resume
Below

[Resume Carolyn Fernicola.docx](#)

You can [edit this submission](#) or [view all your submissions](#) on [pity](#)

Interview Note Sheet

Server

Applicant Information	
Name: <u>Carolyn Fernicola</u>	Interviewer: <u>J. Bick</u>
Date: <u>12/16/19</u>	Rate of Pay: <u>\$14</u>
Position (s) Applied for: <u>Server</u>	Referred by: <u>Indeed</u>

Test Scores						Seeking Full-Time Part-Time
Server	<u>25</u> / 35	<u>71</u> %	Bartender	/ 30	%	
Prep Cook	/ 15	%	Barista	/ 10	%	
Grill Cook	/ 40	%	Cashier	/ 10	%	
Dishwasher	/ 10	%	Housekeeping	/ 16	%	

Relevant Experience & Summary of Strengths			
Total of _____ Experience in Food Service/Hospitality			
How many customers or tables are you used to serving at one time? How would you re-act if an extra table was added to your section?	How many items can you carry on a tray? Please describe how to pick up a large oval tray.	How is a banquet server different from a regular restaurant server?	Notes:
		<u>Banquet: more attention to detail, atmosphere</u> <u>Restaurant: working for tips only</u>	<u>Cooks, loves food.</u>

P.O.S. Experience: Y / N <u>details:</u>	
Transportation	Regions Available to work:
<u>Has own vehicle</u>	<u>Max travel 20-30 miles from Fairfield</u>
Certifications (if any)	Availability
	<u>Open.</u> <u>Vacay Dec 18-31</u>
Uniforms Owned	Recommendations:
<input checked="" type="checkbox"/> Bistro White <input checked="" type="checkbox"/> Black Bistro <input type="checkbox"/> Tuxedo <input type="checkbox"/> 1/2 Tuxedo <input checked="" type="checkbox"/> Black Vest <input type="checkbox"/> Long Black Tie <input type="checkbox"/> Other <u>White Polo</u>	<input type="checkbox"/> Acrobat Academy <input type="checkbox"/> Lead Academy
<input type="checkbox"/> Chef Coat <input type="checkbox"/> Chef Pants <input type="checkbox"/> Knives <input checked="" type="checkbox"/> Black Pants <input checked="" type="checkbox"/> Non-Slip Shoes <input type="checkbox"/> Bow Tie <input type="checkbox"/> Cut Glove	Other Languages Spoken:



THE SERVICE
COMPANIES

SERVICE. ABOVE ALL

Name

Carolyn Farnicola

Servers Test

Score / 35

Multiple Choice

25/35

71%

- 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
 B
- 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
 B
- 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
 D
- 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 dining 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
 D

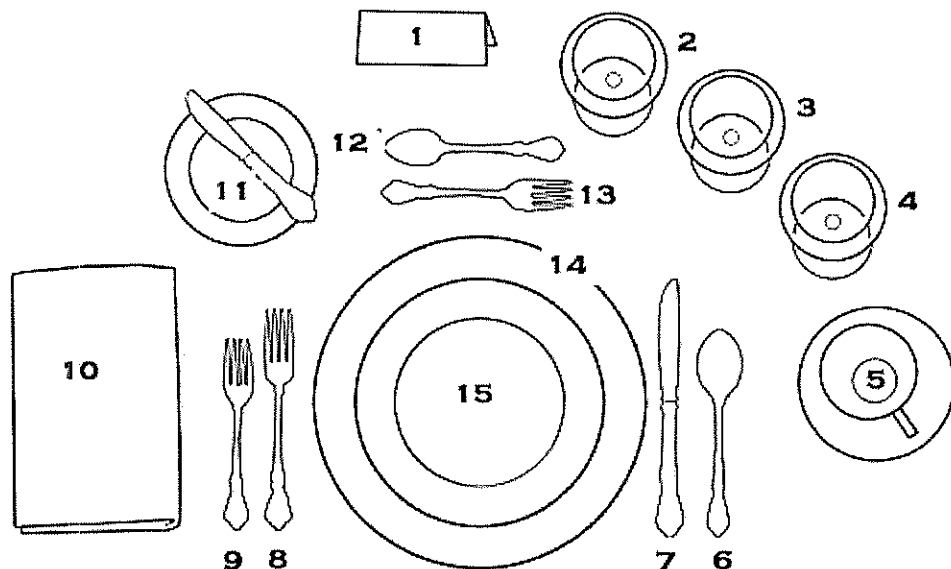
Match the Correct Vocabulary

- D Scullery
 EX Queen Mary
 A Chaffing Dish
 B French Passing
 G Russian Service
 F Corkscrew
 C Tray Jack

- A- Metal buffet device used to keep food warm by heating it over warmed water
 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)
 C- Used to hold a large tray on the dining floor
 D- Area for dirty dishware and glasses
 E- Large metal shelving unit for prepared food to be held or for dirty trays to be stored
 F- Used to open bottles of wine
 G- Style of dining in which the courses come out one at a time

Name Carolyn Fernicola
Score / 35

Servers Test



Match the Number to the Correct Vocabulary

<u>10</u>	Napkin	<u>8</u>	Dinner Fork
<u>11</u>	Bread Plate and Knife	<u>5</u>	Tea or Coffee Cup and Saucer
<u>1</u>	Name Place Card	<u>7</u>	Dinner Knife
<u>12</u>	Teaspoon	<u>2</u>	Wine Glass (Red)
<u>13</u>	Dessert Fork	<u>9</u>	Salad Fork
<u>6</u>	Soup Spoon	<u>14</u>	Service Plate
<u>15</u>	Salad Plate	<u>3</u>	Wine Glass (White)
<u>12</u>	Water Glass		

Fill in the Blank

- The utensils are placed 3" 1 inch inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? sugar/cream/milk
- Synchronized service is when: all meals served at same time
- What is generally indicated on the name placard other than the name? table #
- The Protein on a plate is typically served at what hour on the clock? 7:30 6
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
alert the chef



Case Verification Number: 2019340175223LD

Report prepared: 12/06/2019

Company Information

Company ID: 139349

Company Name: Acrobat Outsourcing

Client Company ID: 139349

Client Company Name: Acrobat Outsourcing

Employee Information

Name: Carolyn Fernicola

Date of Birth: 04/27/1986

U.S. Social Security Number: ***-**-8429

Employee's First Day of Employment: 12/06/2019

Citizenship Status: U.S. Citizen

Document Information

List A Document: U.S. Passport or Passport Card

Document Number: 519650657

Expiration Date: 06/09/2024

Case Information

Case Status: Closed

Case Submitted By: Josephine Paik

Current Case Result: Employment Authorized

Reason for Closure: Employment Authorized Auto Close