

Shakendria Hines

Shift Manager - Atlanta Check Cashing

Atlanta, GA 30312

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Work Experience

Shift Manager

Atlanta Check Cashing

February 2018 to Present

- Assign each member of the team tasks based on their competencies and the needs of the group to meet production goals
- Utilize the backgrounds and talents of crew supervisors to enhance their abilities and groom them for future management roles
- Develop a work environment that encourages compliance with company, state and federal safety and employment guidelines
- Set performance metrics for each team member and then work with team members to make sure that all metrics are met
- Meet with management once each week to discuss the company's production goals and how the team is working to meet those goals

Customer service

Publix

July 2015 to July 2016

- Answering customers telephone calls regarding existing accounts.
- Responds to concerns about compliments and needs and determine best options

Cashier

Walmart

December 2014 to May 2015

Handling cash, credit or check transactions with customers

Front Desk Clerk

Westend Medical - Atlanta, GA

May 2014 to December 2014

Front desk

- Greeting customers, and welcoming patients, making appointments, answering to patient questions
- Schedule, reschedule and verify patient appointments and maintain patient flow by communicating patient

Education

Certificate in Dental Assistant