

# Shakendria Hines

## **Shift Manager - Atlanta Check Cashing**

Atlanta, GA 30312

shakendria26@gmail.com

(404) 853-9882

## 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 with patients

## Education

---

### **Certificate in Dental Assistant**