

---

# SHARON HENDRICKS

---

1691 West Lake Court, Atlanta, GA 30318 ♦ (770) 896-6017 ♦ sharonlh226@gmail.com

## PROFESSIONAL SUMMARY

Highly effective Customer Service Representative with exceptional skills in oral and written communication as well as analytical problem-solving skills. Able to enhance customer experiences by employing service-oriented behaviors, understanding customer desires and providing customized solutions to build loyalty.

## SKILLS

- Route dispatch
- Order fulfillment
- Multi-line phone capable
- Warehousing functions
- Data entry
- Service standard compliance

## WORK HISTORY

### **Pace Setters Staffing** – Chamblee, GA (05/2019- Present)

- Assisted guests with locating meeting rooms and dining facilities
- Responsible for elevator maintenance and quickly reported all elevator mechanical problems to supervisor
- Effective communicator in high volume customer environment

### **Labor Staffing** – Elizabeth, NJ (04/2014-11/2017)

- Prepared completed products and packaged completed items in boxes and containers for shipment
- Maximized productivity by keeping detailed records of daily progress and identifying and rectifying areas for improvement
- Performed quality checks on finish products to verify compliance specifications and assign appropriate quality grades
- Organized with attention toward promoting efficiency and team safety

### **Marta** – Atlanta, GA (05/2005-02/2010)

- Performed regular bus inspections and checked all major systems, including brakes, steering and windshield wipers
- Contacted dispatchers and company mechanics to report vehicle issues and other problems
- Effectively communicated with customers and provided accurate and up to date information

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.
4. True or False: Dusting is most commonly used for cleaning walls, ceiling, doors, windows and furniture.
5. Should the following be cleaned daily or weekly? Circle one.
  - a) Floors Daily/ Weekly
  - b) Toilets and latrines Daily/ Weekly
  - c) Carpets in guest rooms Daily/ Weekly
  - d) Carpets in offices Daily/ Weekly
  - e) Soiled linen 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?  
*Tell Mgr*

10. What do you do if you find Lost and Found items in a guest rooms?  
*Tell Mgr*

11. Describe the difference between a disinfectant and a cleaning solution?  
*one cleans  
one disinfects*