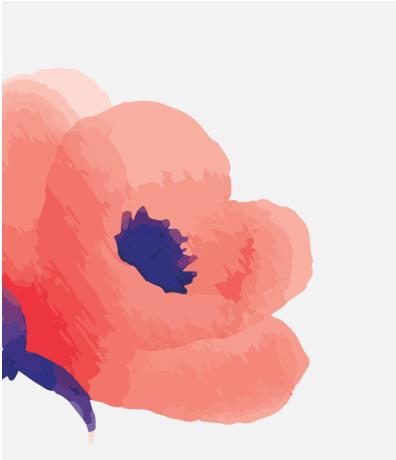


Joenea Veasley



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m



I am a skilled, articulate professional in the customer service industry with knowledge in team building, and training. Having practiced and perfected some skills in resolving both internal and external challenges, tactfully and professionally.

Work Experience

ABM - Houston, TX August 2017 to September 2020

DISPATCHER

Assigned service/work schedules for the work as per area of work.

- ❖ Received work orders and tenders from managers and supervisors.
- ❖ Maintained continuous communication with supervisors and team members to assist with any challenges.

Movie Tavern - Houston, TX November 2015 to October 2017

Server, Runner, Trainer, Cashier

- ❖ Routinely checked identification of patrons purchasing alcoholic beverages
- ❖ Effectively and calmly resolved situations with intoxicated guests.
- ❖ Conducted inventory and restocked items throughout the day.
- ❖ Skillfully promoted items on beverage lists and weekly restaurant specials.
- ❖ Routinely supported other areas of the restaurant as requested, including answering telephones.

Walmart - Houston, TX October 2009 to April 2014

Cashier, photo technician, stocker, inventory manager
Created visual marketing and styled window displays

- ❖ Scanned shelves and products for expired stock or

outdated and spoiled items

- ❖ **Resolved customer complaints in a professional timely and manner while prioritizing customer satisfaction**
- ❖ **Shared best practices for sales and customer service with team members to improve store efficiency**
- ❖ **Received sales and processed customer's payment**

Education

Klein Forest High School 2007, Houston, Texas

- Texas School of Business - Houston, TX 2012
- Associate of Arts in Medical Billing and Coding 2012

Internships

- Certificate in Data and Statistical Analysis 2012
- Woodlands Sports Medicine Center internship 2012

References

REFERENCES AVAILABLE UPON REQUEST

