

# Keshawn Williams

Montclair, NJ 07042

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Authorized to work in the US for any employer

## Work Experience

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### **Fulfillment Support Specialist**

GOAT - Teterboro, NJ

June 2021 to January 2022

- Document issues and communicate with sellers and buyers to reach an optimal resolution according to marketplace guidelines.
- Ensure orders in the fulfillment flow are solved and returned to the flow for same-day shipment.
- Develop an understanding of shoe conditions, specifically those that are considered "issues" by GOAT standards. Capable of picking shoes from inventory and processing specific returns and orders to buyers and sellers.
- Able to take photos quickly and accurately of sneakers.
- Develop an understanding of Goats order statuses to help triage escalated orders
- Be able to work in a fast paced and team environment.

### **Lab Assistant**

BioReference Laboratories - Elmwood Park, NJ

February 2021 to May 2021

- Preparation of specimens for testing which meet the Laboratory's criteria.
- Performs daily maintenance and replenishes supplies and reagents as needed.
- Assists in the disposal of biohazard bags in the main laboratory into drums.
- Generates, distributes, and monitors worksheets and pending reports.
- Registers, maps, retrieves, discards specimens/paraffin blocks as needed.
- Preparation of instrument-specific or department-specific reagents and buffers as needed.
- Request and pull samples from other locations for pending tests.
- Familiar with tube types, test request and medical terminology.
- Report malfunctioning of all systems and equipment through appropriate channels.
- Report on time and ready to perform their assigned duties as scheduled.
- Wear company lab coat, gloves and face shield during specimen handling.
- Establish positive patient identification on sample or in reporting systems before proceeding with any further action.
- Full knowledge of the physician's order/requisition.
- Understand and comply with OSHA, HIPA and all regulatory requirements.
- Follow proper incident procedure in the event of any accident, specimen breakage, and spills.
- Attends department trainings and meetings and interacts in two way communication to assist in process improvement.
- Maintains compliance with all laboratory policies and procedures as well as safety and quality practices.

**Cashier**

Coffee and Cornbread Co - Montclair, NJ

August 2020 to February 2021

Greet customers when entering or leaving establishment, Handle cash, credit or check transactions with customers, Take and fill orders, Packed all to-go orders, and Assisted with clean-up,

**Sales Associate**

PacSun - Wayne, NJ

January 2020 to November 2020

Greeting customers, responding to questions, improving engagement with merchandise and providing outstanding customer service, Operating cash registers, Achieving established goals, Directing customers to merchandise within the store, Increasing in store sales, Superior product knowledge, Maintaining an orderly appearance throughout the sales floor, Introducing promotions and opportunities to customers, and fully packed all online orders to be shipped out.

**Head Hostess/ Cashier**

Cuban Petes Restaurant and Tapas - Montclair, NJ

August 2018 to May 2020

Managed in-person and telephone guest inquiries, customer service requests and reservation bookings, Took take out orders, Handled cash, credit cards and checks for the entire shift, Greet and acknowledge guests and seat patrons by escorting them to assigned table, or communicate delays and offer additional services such as beverages to keep them occupied while waiting, Present menus, create personal dining experience, answer questions, and offer information on menu items, beverages, and specials, Took all credit and cash transactions, Organized reservations and walk-in parties to ensure guest satisfaction, Organized all restaurant checks for end of day closing and was responsible for pay out to servers at the end of every shift.

**Server/Hostess/Expeditor/Busser**

The Spot Restaurant - Montclair, NJ

January 2016 to August 2018

Train new employees, open and close store, Scheduled all reservations and planned seating arrangements for lunch and dinner service, Performed all dining room preparatory work and break down at the end of each shift, Assisted in setting up private events and larger special events, Inspected and maintained dining room serving stations for neatness and cleanliness, Did linen laundry for restaurant, Delivered a highly professional, courteous, and genuine personality and attitude toward guests and co-workers to increase an enjoyable atmosphere, Addressed guest inquiries and issues, solved problems, Assisted in bussing tables and taking orders out to tables, Occasionally took dine-in orders, and took all restaurant phone calls regarding take out and delivery orders. Inquires about catering and reservations.

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**Education**

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**High school diploma**

Montclair High School - Montclair, NJ

September 2015 to June 2019

## Skills

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- Toast POS System
- Revel POS System
- Open Table POS System
- Customer Service
- Communication
- Organization
- Problem Solving
- Spreadsheets (Excel, Google Spreadsheets) Microsoft Excel
- Host/Hostess
- Serving
- Bussing
- Laboratory Experience
- Restaurant Experience

## Assessments

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### **Receptionist — Proficient**

November 2019

Using basic scheduling, attention to detail, and organizational skills in an office setting.

Full results: [Proficient](#)

### **Retail customer service — Familiar**

March 2021

Comprehending and responding to retail customer needs.

Full results: [Familiar](#)

### **Customer service fit — Proficient**

July 2020

Measures the traits that are important for high-quality customer service.

Full results: [Proficient](#)

### **Food service: Customer situations — Expert**

May 2020

Ensuring customer satisfaction, prioritizing tasks, and suggesting products in a food service setting.

Full results: [Expert](#)

### **Customer focus & orientation — Proficient**

July 2020

Responding to customer situations with sensitivity

Full results: [Proficient](#)

### **Work style: Reliability — Expert**

August 2020

Tendency to be dependable and come to work

Full results: [Expert](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.