

Zac Usher

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Summary

Reliable, energetic and resourceful customer service professional with over five years of experience resolving customer complaints and promoting conflict resolution. Ability to cultivate key client relationships for multiple campaigns in diverse industries. Expertise in client services, account management and relationship building.

Professional Experience

Prep Cook/ Cashier | 03/2022 - 05/2023 | Mizlala | Los Angeles , CA

- Being able to provide quick and efficient customer service to all of our guest.
- In addition to taking orders, pepping food, being able to up sale all of our baked goods, sides and drinks. While serving up to fifty to sixty customers an hour.
- Also running out 50% percent of orders to our guest causing the restaurant not to overflow and keep business going.

Caregiver/Personal Assistant | 07/2019 - 02/2022 | Personal Care Services MidSouth, LLC | Los Angeles, CA

- Caring for my patient overall care such as hygiene, dressing wounds , making sure they're taking their pills as needed.
- Ensuring patient safety, feeding patient and taking care of pressure areas for the patient satisfaction.
- Mentored a small group of students nurses so that they can also provide for the guest and clients.

Warehouse Worker/ Outdoor worker | 11/2016 - 05/2019 | Labor Finders | Los Angeles, CA

- Loading two to three big long cargo trucks with furniture in an hour and thirty minutes.
- Lifting heavy objects over fifty pounds.
- Have to love being outdoors, sometimes in the hot sun.
- Knowing basic gardening skills
- Knowing how to use heavy machinery

Technical Skills

Managerial and technical experience using Ambition sales Performance, Sales Cloud by Salesforce, and OnePageCRM. Mastery of Microsoft office, Adobe Creative Cloud and GoogleDocs.

Skills

Customer service, Food service, Time management, Bilingual, Leadership, Communication skills

Education

Political Science Major | Santa Monica College | 06/2025 | Santa Monica, CA

GED | Manuel Arts High School | 06/2014 | Los Angeles, CA