

# Dwayne Halfacre

Charlotte, NC 28216

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To obtain a position that will utilize my skills and experience in a more challenging and rewarding environment.

Authorized to work in the US for any employer

## Work Experience

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### **Inbound Storer**

Amazon Delivery - Charlotte, NC

November 2021 to Present

- Receiving and inspecting incoming products
- Responsible for organizing and storing items in the warehouse in an efficient and effective manner. This may involve using scanners and other technology to locate and store items in the appropriate locations.
- Operating equipment such as pallet jacks to move and store items in the warehouse
- Maintaining cleanliness and organization in the warehouse
- Assisting with inventory management
- Work safely

### **Houseman/Dishwasher**

Marriott International, Inc. - Charlotte, NC

May 2021 to April 2023

- Maintains the overall cleanliness of the hotel's public space by cleaning all assigned areas thoroughly on a daily basis
- Cleans public areas including; floors, elevators, lobbies, hallways, vending areas, service areas, stairwells, and work out room
- Completes work projects as assigned by supervisor and management. Cleans and polishes floors, windows, mirrors, vending machines, and ice machines
- Operate and maintain cleaning equipment and tools, including the dish washing machine, hand wash stations pot-scrubbing station, and trash compactor.
- Ensure clean wares are stored in appropriate areas.
- Use detergent, rinsing, and sanitizing chemicals in the 3-compartment sink to clean dishes.
- Inspect, pull, and stack cleaned items, send soiled items back for re-scrubbing and re-washing.
- Rack and spray all racked items with hot water to loosen and remove food residue.
- Sort, soak, and wash/re-wash silverware.
- Empty and maintain trashcans and dumpster area.

### **Food Production**

Abby's Better Nut Butter - Charlotte, NC

August 2022 to March 2023

- Working effectively with the kitchen team, and complying with company procedures and food safety policies.
- Preparing workstation with required ingredients and equipment, and keeping station sanitary and organized throughout the shift.
- Preparing ingredients following recipes and guidelines.
- Ensuring ingredients are tagged, date-labeled, covered, stored, and rotated effectively.
- Overseeing food levels and restocking items on time.
- Keeping utensils and equipment clean and sanitary.
- Establishing stock levels at end of shift and capturing information on standardized stock sheets.
- Removing trash and clearing storage bins.

### **Guest Experience Specialist**

LaQunita Inn & Suites - Charlotte, NC

February 2019 to March 2020

- Responsible for providing attentive, courteous and efficient service to all guests during check-in, throughout their stay, and at checkout, while maximizing room revenue and occupancy.
- Answer guest inquires about hotel services, facilities and hours of operation in a timely manner.
- Ensure logging and delivery of packages, mail and messages to guests and meeting rooms.
- Answer inquires from guests regarding restaurants, transportation, entertainment.
- Be familiar with all in-house groups.
- Be aware of closed out and restricted dates.
- Use proper two-way radio etiquette at all times when communicating with other employees.
- Balance and prepare individual paperwork for closing of shift according to hotel standards.

### **Dishwasher**

Brio Tuscan Grille - Charlotte, NC

January 2019 to March 2020

- Wash dishes, glassware, flatware, pots, or pans, using dishwashers or by hand.
- Clean tableware.
- Maintain kitchen work areas, equipment, or utensils in clean and orderly condition.
- Clean food preparation areas, facilities, or equipment.
- Place clean dishes, utensils, or cooking equipment in storage areas.
- Store supplies or goods in kitchens or storage areas.
- Sort and remove trash, placing it in designated pickup areas.
- Remove trash.
- Sweep or scrub floors.
- Maintain a clean kitchen space for other kitchen staff
- Prepare simple items including salads, sauces, some entrees
- Comply with kitchen health and sanitation guidelines

### **Order Processing Clerk**

Moda Operandi - Burlington, NJ

February 2019 to December 2019

- Receive and process incoming orders for materials or merchandise
- Get orders in multiple ways, including mail, phone, fax and other electronic means
- Inform customers of prices, shipping dates and delays
- Prepare and distribute contracts
- Handle complaints

## **Shipping and Receiving**

Amazon Fulfillment Center EWR4 - Robbinsville, NJ

October 2018 to January 2019

- Receiving and unloading: This involves coordinating the arrival at the dock and unloading the packages they carry using specialized equipment.
- Storing and organizing packages: After packages are unloaded, they must be stored and organized in the dock until they can be transported to another warehouse or other destination.
- Loading trucks: The ship dock is responsible for loading the packages onto vehicles.
- Coordinating with warehouses and transportation partners: The ship dock works closely with warehouses and other partners in the Amazon supply chain to ensure that packages are efficiently moved from the dock to their final destination.
- Maintaining equipment and facilities: The ship dock is responsible for maintaining the equipment and facilities used in the loading and unloading process, including cranes, conveyor belts, and other machinery.
- Ensuring compliance with safety and environmental regulations: The ship dock must ensure that all operations are conducted in compliance with safety and environmental regulations to protect workers and the surrounding community.

## **Guest Service Representative/Night Auditor**

Extended Stay America - Cary, NC

May 2014 to September 2018

- Processed guest reservations, registrations, payments, and departures
- Responsible for conducting courtesy calls within 20 minutes of guest check-in.
- Oversaw collection efforts of all in house balances and notified management of potential liabilities.
- Maintained and organized work area
- Cleaned model, lobby and front desk areas daily
- Responded to all guest requests and follow through to assure satisfactory outcome and compliance
- Maintained a professional business appearance, attitude, and performance
- Performed key inventory
- Able to use sound judgment; work independently, with minimal supervision

## **Retail/Recovery Associate**

Macy's - Raleigh, NC

January 2012 to August 2013

- Organize and maintain merchandise in stockrooms, and fill in the selling floor as needed
- Participate as needed in selling floor recovery, including folding and hanging merchandise and clearing fitting rooms
- Interact with customers upon arrival
- Meet associate performance expectations, including attendance and professional dress and grooming requirements.

## **Game Advisor/Sales Associate**

GameStop - Raleigh, NC

April 2011 to October 2012

- Will ensure customers are greeted on the sales floor, questions are asked to determine their needs.
- Recommendations are made to provide the right solutions.
- Assist with store operations ensuring products are stocked and easy to purchase.
- Processing customer transactions.

- Helping to provide a clean and organized shopping environment.

## Education

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### **High School Diploma**

Millbrook High School

August 2007 to June 2011

## Skills

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- Housekeeping (2 years)
- Night Laundry (3 years)
- Customer Service (3 years)
- Hospitality (3 years)
- Account Management (3 years)
- Word (4 years)
- Dishwasher (3 years)
- Houseman
- Warehouse Associate (1 year)
- Kitchen Staff (2 years)
- NiteVision (4 years)
- Front Desk (4 years)
- Pallet Jack
- RF Scanner
- Commercial Cleaning
- Hotel Experience (4 years)
- Guest Service (4 years)
- Food Service (2 years)
- English

## Assessments

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### **Customer Focus & Orientation — Highly Proficient**

September 2019

Responding to customer situations with sensitivity.

Full results: [Highly Proficient](#)

### **Attention to Detail — Familiar**

June 2019

Identifying differences in materials, following instructions, and detecting details among distracting information.

Full results: [Familiar](#)

## **Reliability — Proficient**

April 2019

Measures a candidate's tendency to be dependable and come to work.

Full results: [Proficient](#)

## **Reliability — Familiar**

June 2019

Tendency to be dependable and come to work

Full results: [Familiar](#)

## **Customer Focus & Orientation — Familiar**

July 2019

Measures a candidate's ability to respond to customer situations with sensitivity.

Full results: [Familiar](#)

## **Front Desk Agent (Hotel) — Highly Proficient**

February 2020

Selecting hotel rooms based on verbal requests and identifying errors in hotel data

Full results: [Highly Proficient](#)

## **Sales Skills — Familiar**

November 2019

Persuading reluctant customers to buy products or services, and influencing and negotiating with customers to meet sales goals.

Full results: [Familiar](#)

## **Front desk agent (hotel) — Highly Proficient**

February 2020

Selecting hotel rooms based on verbal requests and identifying errors in hotel data

Full results: [Highly Proficient](#)

## **Work style: Conscientiousness — Highly Proficient**

October 2020

Tendency to be well-organized, rule-abiding, and hard-working.

Full results: [Highly Proficient](#)

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

February 2020

Responding to customer situations with sensitivity

Full results: [Proficient](#)

## **Cashier skills — Proficient**

January 2020

Calculating retail transactions and knowing cash drawer policies and procedures.

Full results: [Proficient](#)

## **Cleaner fit — Highly Proficient**

October 2020

Measures the traits that are important for successful cleaners

Full results: [Highly Proficient](#)

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

February 2020

Comprehending and responding to retail customer needs.

Full results: [Familiar](#)

### **Security guard skills — Proficient**

January 2020

Assessing risks, enforcing security standards, and handling complaints.

Full results: [Proficient](#)

### **Work style: Reliability — Familiar**

June 2019

Tendency to be dependable and come to work

Full results: [Familiar](#)

### **Customer focus & orientation — Completed**

May 2021

Responding to customer situations with sensitivity

Full results: [Completed](#)

### **Work style: Reliability — Proficient**

May 2021

Tendency to be reliable, dependable, and act with integrity at work

Full results: [Proficient](#)

### **Warehouse shift leader — Proficient**

October 2020

Supervising warehouse staff and maintaining safety and security standards

Full results: [Proficient](#)

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