

# Danielle Appling

San Diego, CA

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## Work Experience

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### **FOH**

Mendocino Farms - San Diego, CA

July 2023 to Present

### **Bus Driver**

Transdev - San Diego, CA

July 2023 to July 2023

### **Security Officer**

Off Duty Officers, Inc - San Diego, CA

April 2023 to July 2023

Observe site activity, adhere to/follow instructions, communicate with police/authorities when necessary, watch for dangerous/suspicious activity, video surveillance, lockdown facility/office building.

### **Cashier**

Manolo Farmers Market - San Diego, CA

August 2022 to February 2023

Provided excellent customer service, rang up purchases quickly, efficiently processed cash, credit card/EBT/WIC sales, timely and accurate reimbursement of vendors when supervisors not available or when asked to, answered general questions about store and using EBT/WIC cards, utilized EBT/SNAP and credit card terminal to sell to shoppers, operated POS system, answered phones with greeting to customers, performed other store duties as requested by the supervisor/s and leads, helped train new employees, communicated positively with diverse clientele, responded to customers' inquiries and requests, paid attention to detail in both the duties at hand and overall store operations, took initiative and worked independently with limited supervision, multi-tasked, prioritized work, completed work assignments like stocking sales floor, made rational decisions using judgment and problem-solving skills.

### **Security Officer**

Allied Universal - San Diego, CA

June 2022 to September 2022

Completed training to be a security officer, obtained CA guard card.

### **Receptionist**

Metro Community Ministries - El Cajon, CA

May 2022 to August 2022

Greeted all visitors, screened visitors and phone calls, assisted visitors with appointments, forwarded calls, took messages, answered requests for general information, maintained the front office, assisted

with various administrative duties such as sending, receiving, and distributing materials via fax and email, made copies, performed clerical duties, drafted orders for office supplies.

### **Shift Leader**

Yoshinoya - San Diego, CA  
August 2020 to March 2021

Helped open new restaurant, built community connections through great customer service, assisted with the general maintenance of restaurant, stocked displays, took orders from drive-thru, expedited orders, was responsible for register transactions and cash handling, trained new employees, ensured a safe work environment following training guidelines.

### **Server**

LGC Hospitality - Houston, TX  
April 2016 to December 2019

Catered and temped for banquets and events on-call, set up and break down venues, worked concessions at professional sporting events.

### **Shift Leader**

McDonald's - Humble, TX  
December 2018 to October 2019

Assisted with the general maintenance of restaurant during graveyard shift when scheduled, cleaned restrooms, emptied trash containers, stocked and replenished supplies for guest use, took orders from drive-thru, prepared drinks, made coffee, tea and McCafe drinks, served food, was responsible for register transactions and cash handling, maintained work area, cleaned and organized to ensure a safe work environment.

### **Cashier**

Checkers & Rally's Drive-In Restaurants - Humble, TX  
November 2018 to January 2019

Assisted with the general maintenance of restaurant, cleaned restrooms, emptied trash containers daily, stocked and replenished supplies, took orders from drive-thru, prepared drinks, was responsible for register transactions and cash handling, trained new employees, maintained work area, cleaned and organized to ensure a safe work environment.

### **Shift Leader**

McAlister's Deli - Humble, TX  
April 2018 to September 2018

Worked split shift, gave great customer service, took orders during busy lunch and dinner hours, prepared drinks, served and expedited food, assisted with to-go orders, restocked supplies, baked cookies, washed dishes, closed store, deep cleaned floors for closing.

### **Box Host**

Movie Tavern - Humble, TX  
January 2018 to April 2018

Greeted guests, handed out menus, sold movie tickets using box office POS, changed movie times in display, assisted servers when needed, kept track of seating availability, organized lines for movie openings, cleaned bathrooms, cleaned menus, kept workspace organized.

**Cashier**

Stripes Convenience Stores - Houston, TX

August 2017 to October 2017

Greeted guests, rang up gas purchases, rang up and cashed in lotto purchases, rang up money order purchases, made coffee for sales floor, cooked food items for sale, faced the store when not busy, accurately counted drawer.

**Cold Food Prep**

Chick-fil-A Restaurants - Humble, TX

April 2017 to July 2017

Coordinated with the cashiers and chefs to prepare fresh orders, chopped lettuce, followed safety standards, organized.

**Sales Associate**

Goodwill Industries - Houston, TX

December 2016 to March 2017

Rang up items, priced items, gave customer service, identified sales/discounts to customers, stocked merchandise, kept work area clean, processed payments in cash and credit, operated POS.

**Sales Associate**

Forever 21 - Humble, TX

September 2016 to February 2017

Worked sales floor and cash wrap, restocked items, applied security devices to merchandise for sales floor, rang up customers' purchases, folded clothes, arranged sales racks, assisted with creating displays, answered customer questions on sales floor and at the cash wrap, attended daily discussion of sales goals, advertised for Forever 21 Credit Card and rewards.

**Server**

Cheddar's Scratch Kitchen - Humble, TX

June 2016 to September 2016

Communicated with hosts on section availability, took orders, input orders, communicated with cooks and bar on efficiency and timely preparation of meals and beverages, served meals and beverages, took credit card and cash payments and tips.

**Sales Associate**

City Gear - Houston, TX

January 2016 to May 2016

Greeted guests, gave great customer service, assisted customers with obtaining correct sizes from racks, sized customers for shoes, processed purchases at register.

**Hostess**

Carino's Italian Grill - Houston, TX

January 2015 to June 2015

Greeted guests, charted table availability, communicated with servers to ensure readiness and accuracy of table/section availability, pre-bussed tables, served drinks/beverages when needed, answered phones for to-go orders.

**Cashier**

99 Cents Only Store - Houston, TX  
September 2014 to December 2014

Gave great customer service, worked in a fast paced environment, answered customer questions, helped shoppers locate merchandise, scanned groceries and merchandise through the check-out process, remembered produce codes for entering weights, counted drawer/till, put back items on sales floor, kept workspace organized, maintained safety and uniform standards.

**Sales Representative**

My Fit Foods - Humble, TX  
June 2014 to September 2014

Sold packaged and portioned healthy meals, gave sales presentations to prospective clients and customers, understood and promoted long-term healthy eating programs with Health Coaches, communicated the benefits of products to drive sales, answered customer questions about products, prices, and availability, met and exceeded sales goals, maintained positive customer relationships to ensure future sales, ensured customers have the right products and services, pitched to prospective customers, intake of daily shipments, disposed of waste/expired foods daily, recorded intake and waste in daily reports on Microsoft Excel.

**Sales Associate**

Rack Room Shoes - Houston, TX  
April 2013 to March 2014

Scanned daily shipment, stocked sales floor, greeted customers, gave good customer service, checked out customers on register, promoted customer rewards program, practiced great customer service.

**Sales Representative**

Media All Stars - San Diego, CA  
2012 to 2012

Made cold calls to business owners, sold advertisements, promoted athletic programs for local schools through advertisement space sales, marketed company and community outreach, learned how to close sales.

**Sales Representative**

Dial America Marketing - San Diego, CA  
2007 to 2007

Made outbound/cold calls to contracted banks' members, offered loan and debt consolidation solutions, followed a script, administered customer service.

**Sales Representative**

Media All Stars - San Diego, CA  
2006 to 2007

Made cold calls to business owners, sold advertisements, promoted athletic programs for local schools through advertisement space sales, marketed company and community outreach.

**Security Officer**

Securitas - San Diego, CA  
2006 to 2006

## Education

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### **Post Baccalaureate in Business**

National University - San Diego, CA

Present

### **Bachelor of Arts in English**

University of Arizona Global Campus - San Diego, CA

2018 to 2020

### **Majored in Political Science**

University of California-Riverside - Riverside, CA

2009 to 2011

### **Associate in Arts (AA) in Liberal Arts & Social Sciences**

San Diego City College - San Diego, CA

2007 to 2009

## Skills

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- Upselling
- Communication skills
- Phone etiquette
- Cashiering
- Sales
- Stocking
- Security
- Catering
- Writing Skills
- Clerical Experience
- Typing
- Office Administration
- Host/Hostess
- Busser
- Cold Calling
- POS
- English
- Surveillance
- Coffee Experience
- Front Desk
- Presentation Skills

## Links

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<http://linkedin.com/in/danielle-appling-31a3a3270>

## Certifications and Licenses

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### **California Guard Card**

July 2022 to July 2024

BSIS Certified