

# ROCELYN R. WILLIAMS

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## **SUMMARY**

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A dedicated professional, willing to work cohesively in a fast-paced environment. Willing to work well within groups and individually. Strong ability to greet customers with active enthusiasm in a friendly manner efficiently. Exercising my ability to follow instructions and demonstrate leadership abilities. Approachable and engaged, interacts and works well under pressure. Hardworking, responsible and reliable while maintaining a friendly, outgoing, and socially interactive engagement with customers. Ultimately, adaptable and respectful towards others

## **EXPERIENCE**

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### JAMBA JUICE

ROLLING HILLS ESTATES

#### **Team Member, March 2016 – July 2016**

Responsible for delivering exceptional customer experience and quality products. Functions primarily as the main connection between Jamba Juice and the customer. Greeting all customers with a smile in order to fulfill orders as required. Attended staff meetings and following the mission and vision of the organization by exemplifying a positive attitude to obtain team goals.

- Washing Dishes and taking out trash
- Handling and displaying fruits
- Creating explicitly ordered Smoothies
- Taking out trash
- Handling a cashier
- Memorizing ingredients / Create smoothies

### THE HABIT BURGER GRILL

ROLLING HILLS ESTATES

#### **Cashier, September 2016 – March 2017**

Carefully completed food orders to detail for customers. Maintained a positive disposition at all times when greeting customers. Processed payments accurately and sufficiently balanced drawers on all shifts in a fast paced environment. Arrived to work in a timely manner as scheduled. Took care of the customer's needs by providing and delivering professional, helpful, high quality service and assistance before, during, and after the customer's requirements are met. Actively clearing tables, taking dirty dishes to the dishwasher, setting tables, and otherwise assisting the waiting staff

- Maintaining and sanitizing bathrooms
- Washing windows
- Organizing food ingredient placement
- Interact efficiently with kitchen staff to ensure

### 1ST CLASS EVENT SERVICES

LONG BEACH, CA

#### **Cashier, October 2018-Present**

Duties consisted of being a cashier at the Los Angeles Coliseum Stadium. Event staff member responsible for following tasks designed to be the best of service to customers. Responsibilities included preparing and creating various food orders as well as monitoring and maintaining a clean work area. Adapted to being of service in different positions or stands that required basic knowledge of customer service and food handling policies.

### JCREW

3rd St. Promenade (Santa Monica)

#### **Customer Service Sales Associate, October 2018 - January 2019**

Responsible for greeting customers and maintaining fitting rooms, as well as setting up fixtures and sizing tables. Flexible and familiar with stock checking for the men's and women's department and handle phone orders. Maintained stores visual appearance and interacted with knowledge of customer and market dynamics and requirements. Ensured extremely high levels of customer satisfaction through excellent sales service. Assessed customers needs and provided assistance and information on product features

**CHICK-FIL-A**

1919 Artesia Blvd, Redondo Beach

**Front-of-House Team Member, July 2019 - July 2020**

This position requires a lot of flexibility and fast paced learning. Responsible for greeting customers at the window as the face of the company, correctly distributing food as orders are made live, preparing and completing customized orders, making beverages, ensuring customer satisfaction by completing drink orders, completing transactions on the cash registers, maintain front of house cleanliness, able to handle all equipment, must work well under pressure, and must be able to changes or orders efficiently

**EDUCATION**

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PALOS VERDES PENINSULA HIGH SCHOOL, Rolling Hills Estates, CA, **Diploma**, 2017

Los Angeles Harbor College, Wilmington, CA September 2017 - Present

**AWARDS / ACHIEVEMENTS**

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MOST IMPROVED PLAYER - VARSITY BASKETBALL 2015-2016

1ST PLACE DRAMATIC SCENE - FALL DRAMA TEACHERS ASSOCIATION OF CALIFORNIA (DTASC) FESTIVAL - 2013