

Tysa Ray

An expert - Customer Services

Gardena, CA 90249

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Authorized to work in the US for any employer

Work Experience

Grocery associate/food service

Amazon-Ca

October 2023 to Present

- As a grocery associate, I perform a variety of duties, including stocking bulk bins, coolers, and shelves, ensuring the aisles and displays are clean, providing customer assistance, such as helping people find a specific product, and bagging groceries at checkout.
- Prepares or assists in the preparation of hot and cold meat and vegetable dishes, beverages, salads, sandwiches, pie fillings, simple bakery items, salad dressings, and/or other similar food items, as appropriate to the position.
- wash and maintain work areas, including floors, facilities, pots, pans, service ware, utensils, and equipment; collects and places garbage and trash in designated containers; as appropriate to the area of operation.

Metro Transit Ambassador

MTA-Los Angeles, CA

September 2022 to October 2023

- Greeting and assisting patrons, monitoring safety conditions
- Identifying and assisting vulnerable and/or disabled individuals
- Encouraging courteous behavior, and reporting incidents
- Transit Ambassador personnel will build relationships with Metro riders and Metro employees, and offer in-person support to riders that is geared to improving the everyday interactions that transit customers experience.

Customer service representative

AEG Crypto arena-Los Angeles, CA

January 2018 to January 2023

Microsoft 01/18- currently

Guest Services

- Listen and help resolved conflicts with customers. An expert communicator will be able to listen effectively to find the root cause of issues, and communicate clearly and in a friendly way to solve the issue and keep the customer happy.
- Deal with confused or irate customers. Having patience will help you stay polite, even in stressful situations.
- Solve customer issues, sometimes without seeing the actual problem first hand.

Bus Operator

Transdev Transportation

June 2015 to August 2016

Replied passengers' queries regarding schedules, routes, and transfer points

- Reported any disruptions to a central dispatcher
- Operates wheelchair lift and assist handicapped in boarding, riding and alighting in a safe manner.
- Write reports and completes forms, including, but not limited to accident, incident and motor coach discrepancy reports, run sheets
- Comply with Federal ADA regulations to include calling out stops, securing mobility devices.

Bus Operator

MV Transportation

November 2014 to June 2015

Drive vehicles over specified routes or to specified destinations according to time schedules in order to transport passengers, complying with traffic regulations.

- Performs pre-trip and post-trip inspections of assigned vehicle; sets correct destination and route signs
- Follows fare collection procedures; guards against transfer abuse
- Reports all accidents, incidents, or unusual occurrences to dispatch office immediately; submits written reports on accidents, incidents or unusual occurrences as required

Customer Service Associate

Ross Dress for Less

July 2008 to March 2009

Provided prompt customer service by performing required transactions

- Receive payment by cash, check, credit cards, vouchers, or automatic debits.
- Ensured excellent service to customers
- Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.
- Maintained an awareness of all promotions and advertisements
- Ability to work under pressure

Education

General Education

Gardena Adult School

Certificate in Cosmetology

El Camino College

American Career College

Skills

- CUSTOMER SERVICE (8 years)
- RECEPTIONIST (3 years)
- RETAIL SALES (3 years)
- CASH HANDLING (4 years)
- Cashier (4 years)
- Analysis Skills
- Guest Services

- Writing Skills
- Conflict Management
- Clerical Experience
- Host/hostess experience
- Hospitality
- Presentation Skills
- Research
- Math
- Customer service
- Retail sales
- Cash register
- Guest services
- Conflict management
- Motor coach
- Driving
- Hospitality
- Cash handling
- Communication skills
- Baking
- E-commerce
- Kitchen experience
- Microsoft Office
- Data entry

Additional Information

Summary of Skills:

- Strong analytical, writing, and research skills
- Equally effective working independently and in cooperation with others
- Remarkable experience in customer service and cash handling
- Dedicated ongoing education
- Detail-oriented with strong clerical skills