

# Tysa Ray

## **An expert - Customer Services**

Gardena, CA 90249

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Authorized to work in the US for any employer

## Work Experience

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### **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

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### **General Education**

Gardena Adult School

### **Certificate in Cosmetology**

El Camino College

American Career College

## Skills

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- 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