

Quosha Sloan

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Professional Summary

I'm a experienced sales associate, event server, FOH Hospitality Supervisor who is looking for a new career that will allow balance and allow me to be more active with my family and provide a stable income. I'm looking for a company that will use my expertise in customer satisfaction etiquette and problem-solving skills.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Event Specialist

Dinner with a View-Atlanta, GA

February 2023 to Present

Dinner with a View is a traveling 5 star dining experience that works a couple of months in varies cities in the USA and Canada. I've been Front of house and Back of house supervisor for over 2 years now. I started as an Event Server and grew to become one of the main leaders of management.

- Provided exceptional service to guests during events, ensuring a positive and memorable experience
- Efficiently set up and organized event spaces, including tables, chairs, linens, and decorations
- Collaborated with event coordinators to execute seamless events according to client specifications
- Managed multiple tasks simultaneously while maintaining attention to detail and quality standards
- Responded promptly to guest requests or concerns, resolving issues in a professional manner
- Followed all safety protocols and guidelines when handling food, beverages, and equipment
- Worked effectively as part of a team to ensure smooth operations before, during, and after events

Customer Service Agent

ATS- Frontier Airlines-Atlanta, GA

March 2022 to Present

Assist customers with checking in for flights, buying tickets, signing up for company rewards.

- Managed a high volume of incoming calls and emails, consistently meeting or exceeding the department's average response time of XX minutes
- Resolved complex customer complaints by actively listening to concerns, empathizing with their frustrations, and finding appropriate solutions within company guidelines
- Maintained detailed records of all interactions using CRM software to track customer preferences, history of inquiries/resolutions for future reference
- Participated in regular training sessions to stay updated on new products/services/features as well as best practices for delivering exceptional customer experiences
- Contributed positively to team morale through active participation in team meetings/activities fostering a collaborative work environment focused on achieving shared goals

Sales Associate

Lakewood Beauty Supply and Furniture-Atlanta, GA

March 2018 to March 2020

- Sold wigs, beauty products, and furniture 6 days a week with 10 hour shifts.
- Built and maintained strong relationships with customers, resulting in a high rate of repeat business and referrals
- Provided exceptional customer service, resolving inquiries and complaints promptly to ensure customer satisfaction
- Participated in regular training sessions to stay updated on product features, industry trends, and sales techniques
- Assisted in inventory management by conducting regular stock checks, restocking shelves, and placing orders as needed
- Contributed to the achievement of store goals by actively upselling products and suggesting complementary items
- Maintained a clean and organized work environment to enhance the shopping experience for customers
- Effectively communicated promotions, discounts, and special offers to customers at the point of sale

Housekeeper

Marriott International, Inc.-Atlanta, GA

May 2017 to January 2018

Cleaned rooms, bathrooms, and / or assigned areas! • Removed trash

- Helped with laundry
- Sanitized (area or item|rooms|bathrooms|counters|equipment)
- Cleaned windows
- Trained new hires

Dental Assistant

Dr. Jeter & Associates-Decatur, GA

August 2012 to December 2014

Assisted with all chairside procedures, took X-rays, vitals, medical history, etc. I scheduled appointments for patients, sterilize operatory rooms and all instruments.

Education

Associate in Applied Science

Anthem College-Atlanta - Atlanta, GA

September 2012 to June 2014

High school diploma or GED

Skills

- Microsoft Office
- Communication skills
- Medical Terminology
- Phone Etiquette
- Excel
- Chairside Assisting
- Dental Assisting

- Eaglesoft
- Patient care
- Infection Control Training
- Cash Handling
- Retail
- Customer service
- Medical Records
- Customer Service
- Inventory
- Chairside Assisting
- Fashion retail
- HIPAA
- Hospitality
- Medical Scheduling
- Dental Assisting
- Customer Service
- English
- Typing
- Dental Receptionist
- Microsoft Word
- Medical Imaging
- Dentrix
- Front Desk
- Eaglesoft
- Laboratory Experience
- Restaurant experience
- Sales
- Data Entry

Certifications and Licenses

Radiation Health & Safety Certification

Registered Dental Assistant

Certified Dental Assistant

Attended Anthem Career College where I obtained my Associate in Applied Science and became a certified Dental Assistant

CPR Certification

Nitrous Oxide Certification

EFDA Certification

Additional Information

I have multiple years experience as a Retail Associate and Cashier also from working at Express Clothing, Rainbow Clothing, and even Mc' Donald's.