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EXPERIENCE

January 2021 – Present

TEMPORARY WORKER, EXPRESS EMPLOYMENT PROFESSIONALS

- **Honeybee Health (09/21 – 11/21)** – Patient Data Entry
 - Data Entry; Patient Privacy
- **Producers Dairy Foods, Inc. (1/21-2/21)** – Data Entry Clerk
 - Ten Key Stroke experience and accurately inputting information.

October 2020 – January 2021

SERVICE DESK ASSOCIATE, WALMART

- Processed refunds, ring up items, accepting multiple forms of payments, while keeping a steady flow at the check-out lines.
- Proficiently handle online and in store returns, supply correct information on products and services and help resolve customer complaints effectively.
- Developed a positive reputation for efficient, prompt, and high-level customer service and team support.

January 2020 – July 2020

DATA CLERK, TARRANT COUNTY ELECTIONS (CORNERSTONE STAFFING)

- Perform general clerical duties.
- Routinely answer customer questions via telephone and supply correct and concise information.
- Determine voter eligibility via records and voter registration systems.
- Provide phone support for early voting clerks and election officials on Election Day and during early voting in researching eligibility of voters.
- Maintain active and inactive application files of registered voters.
- Retrieve information, prepare supply kits, and performs all other related duties as assigned.

September 2018 – June 2019

CASHIER, WHOLE FOODS MARKET

- Efficient in ringing items and handling multiple forms of payments.
- Maintaining a steady flow of the check-out lines, registers, and quality customer service.
- Contact customer service to handle pricing issues and complaints.
- Answer questions about merchandise and maintain knowledge of promotions.
- Keep work area clean and suggest specific items based on customer needs.

July 2016 - September 2018

SERVICE DESK ASSOCIATE, WALMART

- Process financial services; check cashing, money transfers, bill payments, and loading prepaid debit cards.
- Processed refunds, ring up items, accepting multiple forms of payments, while keeping a steady flow at the check-out lines.
- Proficiently handle online inquires, pickups, and returns.
- Trained new cashiers, open and closed the registers, and maintain quality customer service.
- Developed a positive reputation for efficient, prompt, and high-level customer service and team support.
- Supply correct information on products and services and solve customer complaints all in a calm and intelligent manner.

September 2013 – June 2016

SUBSTITUTE ASSOCIATE TEACHER, THE LEAGUERS, INC

- Supplied classroom management for up to 20 students when Teachers / TA's are out.
- Created and taught age-appropriate curriculums to children age 2 – 5.
- Assisted in record keeping using specific computer software and mobile applications.
- Bridged the learning experience between the school and the home.
- Maintain a healthy, positive environment that motivates the progression of student learning.
- Support with meals, cleaning, and caring for children according to their daily needs and in compliance with state regulations.

March 2006 - November 2010

ADMINISTRATIVE ASSISTANT, TRI-CITY PEOPLES CORP.

- Assistant to the Director of Family Development, Manager of Case Management, and the Intake Supervisor.
- Supervised summer staff, maintain forms and multiple monthly reports, while aiding in other areas of the company, human resource, finance, and IT.
- Supplied coverage for absent staff, Intake Supervisor, Case Managers, Visitation Staff, and Receptionist.
- Corresponded with Family Services in regard to placing children in foster homes.

EDUCATION

September 2020

B.F.A., CREATIVE WRITING FOR ENTERTAINMENT ONLINE, 3.4 GPA

FULL SAIL UNIVERSITY

June 2000

A.A.S., OFFICE ADMINISTRATION / BUSINESS TECHNOLOGY, 3.2 GPA

GIBBS COLLEGE

CERTIFICATES

January 2018

MEDIA COMMUNICATIONS, 3.3 GPA

FULL SAIL UNIVERSITY

Relevant Courses; Intro to Media Communication and Technologies / New Media Tools / Aesthetics and Theory of Communications

SKILLS

Windows 10 / MAC

Business and Creative Writing

General Office Skills

Microsoft Office (PC/OSX)

Troubleshooting/problem-solving

Written and Verbal Communication Skills

Customer Service

Interpersonal Skills

Time Management

Adaptability

ORGANIZATIONS

THE NATIONAL SOCIETY OF COLLEGIATE SCHOLARS (NSCS), MAY 2019