**DESHONE J. SIMMONS**

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**EDUCATION:**

Associate of Arts Degree in Business, Community College of Philadelphia,

Philadelphia, Pa

*May 2021*

High School Diploma, George Washington Carver High School of Engineering and Science, Philadelphia, Pa

*June 2018*

**WORK EXPERIENCE:**

**Lowe’s Philadelphia, Pa**

*Customer Service Associate**July 2021-Present*

* Provide excellent customer service
* Ensure department appearance and equipment area are well-maintained
* Maintain a consistent speed of service to customers
* Check to ensure that appropriate changes were made to resolve customers' problems.
* Solicit sales of new or additional services and products
* Recommend, select, and help locate or obtain merchandise based on customer needs and requests
* Greet customers and ascertain what each customer wants or needs
* Maintain knowledge of current sales and promotions, payment and exchange policies, and security practices

**The School District of Philadelphia Philadelphia, Pa**

*General Cleaner**Oct 2020-July 2021*

* Displayed knowledge of chemicals and hazardous waste
* Effectively operated cleaning equipment
* Swept, scrubbed, moped, cleaned and waxed floors, hallways, walls, lockers, and internal/external surfaces

**Wawa Philadelphia, Pa**

*Customer Service Associate Oct 2016-April 2020*

* Trained many new employees
* Recognized on multiple occasions by the company for professionalism

and excellent customer service

* Provided an enjoyable experience for all customers
* Demonstrated exceptional customer service while manning the cash register
* Responded to customer requests in a timely manner
* Supported the store management team to facilitate the completion of all store level tasks