

# Tiffany Baker

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Looking for a career that utilizes and expands my skills and abilities gained through education and previous experiences.

Authorized to work in the US for any employer

## Work Experience

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### **Delivery Driver**

Contractor - Madison, WI

May 2022 to Present

Fast and accurate delivery of packages to locations.

Punctual

Works independently.

Abides rules of the road.

### **Surveillance Supervisor**

Isle Casino Hotel Waterloo - Waterloo, IA

September 2020 to April 2022

Receive complaints and resolve problems

Ability to learn a variety of job descriptions

Maintain timekeeping and personnel records

Pass on information from upper management to employees and vice versa

Setting goals for performance and deadlines in ways that comply with company's plans and vision

Organizing workflow and ensuring that employees understand their duties or delegated tasks

Monitoring employee productivity and providing constructive feedback and coaching

Ability to train new employees

### **Delivery Driver**

Eat street - Cedar Falls, IA

August 2019 to June 2021

Transports food deliveries restaurants to designated areas in a timely manner.

Works independently.

Abides rules of the road and demonstrates customer care.

### **Surveillance Operator**

Isle Casino and Hotel - Waterloo, IA

March 2019 to March 2020

operating surveillance equipment, watching both live and recorded video surveillance footage, reporting incidents or suspicious behavior and contacting the authorities when necessary.

### **Collections Representative**

CBE Companies - Cedar Falls, IA

October 2018 to February 2019

Work independently

Work in a fast pace manner

Attention to detail

Account resolution

Maintain high standard of customer service

Handles personal information and financial matters in accordance with in the rules and regulations set forth by the company.

### **Website Design Intern**

Berry Patch IT Services - Ottumwa, IA

March 2018 to June 2018

worked in a team setting,

used client and server side languages like CSS, HTML, PHP, Bootstrap and javascript to create a fully functional website.

created forms and animations

### **Cashier**

KFC - Oskaloosa, IA

September 2015 to December 2015

52577

Maintained high standards of customer service during high volume, fast paced operations.

Communicated clear and positively with co-workers and management.

Trained and coordinated team members to ensure seamless service.

Maintenance, took orders as well as filled them

### **Daycare Provider**

Self employed - Oskaloosa, IA

January 2005 to October 2011

In home

Attended to children

Provided care, maintained a safe and secure environment

Prepared meals and snacks

Managed and lead activities while implementing educational lesson plans

Performed basic cleaning and complied with employers requirements

## **Education**

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### **A.A.S in computer software development**

Indian hills community college - Ottumwa, IA

February 2017 to November 2019

High School Equivalency Program - Oskaloosa, IA

February 2017 to February 2017

## Skills

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- BOOTSTRAP
- CSS
- Customer Service
- Food Service
- Food Prep
- Wordpress
- Web Design
- Joomla
- HTML5
- PHP
- Microsoft Office
- Child care
- Conflict Resolution
- Collections
- English
- Git
- Visual Basic
- Supervising experience
- Using monitoring equipment
- Tracking
- Loss prevention
- Communication skills
- Tracing

## Assessments

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### **Call center customer service — Highly Proficient**

September 2020

Applying customer service skills in a call center setting

Full results: [Highly Proficient](#)

### **Attention to detail — Highly Proficient**

January 2022

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Highly Proficient](#)

### **Warehouse associate — Highly Proficient**

January 2022

Assesses the tendencies that are important for success in warehouse roles

Full results: [Highly Proficient](#)

### **Work style: Reliability — Highly Proficient**

May 2022

Tendency to be reliable, dependable, and act with integrity at work

Full results: [Highly Proficient](#)

### **Customer service — Expert**

May 2022

Identifying and resolving common customer issues

Full results: [Expert](#)

### **Delivery driver — Proficient**

May 2022

Interpreting instructions or signs and solving problems

Full results: [Proficient](#)

### **Customer focus & orientation — Proficient**

May 2022

Responding to customer situations with sensitivity

Full results: [Proficient](#)

### **Sales skills — Proficient**

June 2022

Influencing and negotiating with customers

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

## **Additional Information**

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### **Additional Skills**

- SQL
- JAVA
- Python
- .Net
- Cobol
- Eclipse
- VISIO
- ORACLE
- Good listener
- Teamwork/solo
- Hardworking
- Attention to detail
- Time management
- Follows directions

- Problem solving
- Shows respect
- Responsible
- Self starter
- Communication
- Decision making