

Jelissa Summers



731-227-1963



jelissasummers@aol.com



Sandston, VA 23150

Objective

To use my ability to navigate and conquer busy high stress environments to ensure your business is both productive and efficient. I have managerial experience overseeing thousands of associates all the while juggling high volume tasks, coordinating with fellow team members to tackle projects, and processing both employee and client inquiries. I hope to apply my administrative skills to be an asset to my team.

Skills

- Excellent written communication
- Customer Service
- Time Management
- Leadership experience
- Can type 100WPM
- Organizational Skills
- Can use Windows/Macintosh operating systems

Employment History

JCPenney – Jewelry Sales Associate 10/2021 – current

- Set up and organize jewelry display in the morning
- Receive boxes of new jewelry pieces and arrange them within displays
- Display appropriate product signage advertising sales
- Present jewelry pieces to prospective customers
- Maintain security of pieces in vault
- Prepare customer's damaged pieces for send-off at repair facility
- Sell jewelry care plan packages as well as JCPenney credit cards

Shift Manager - Amazon Fulfillment (Integrity Staffing Solutions) - 8/2019 – 6/2020

- Create and Issue job performance and behavioral write-ups
- Gauge and evaluate associate performance, providing additional training if necessary
- Recording associate injuries and escalating them to the proper channels
- Monitor associate attendance and terminate based upon policy
- Assist associates with non-work related injuries and conditions in acquiring accommodations
- Document and review employee relation issues (e.g. theft, sexual harassment, workplace violence, hostile work environments, breach of security, discrimination, etc.).
- Document and report hazards in the work environment
- Coordinate effectively with Amazon HR to bridge production inefficiencies
- Select candidates from a pool of associates for promotion; interviewing, training, and evaluating them accordingly
- Bridge employee attrition and implement creative ways to drive positive attendance
- Review and log daily production metrics
- Reach out to associates and address job related concerns.
- Resolve and review paycheck issues

Dollar General – Cashier (Temp) 4/2016 – 11/2018

- Utilize cash register to process cash, credit, and debit transactions
- Work efficiently to reduce line congestion

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- Stock shelving with product
- Install promotional banners, posters, and displays
- Maintain presentability of aisles and storefront

Placement Specialist – Integrity Staffing Solutions (Temp) – 10/2014 – 11/2015

- Conduct saliva based drug test and concomitant paperwork to be delivered to LabCorp and verify their accuracy
- Conduct job interviews to place and schedule applicable recruits in various warehouse positions
- Bridge recruits on Amazon warehouse policies and procedures,
- Provide a synopsis of the Amazon warehouse environment
- Verify requisite I-9 documentation and process it through E-Verify
- Contact potential recruits and informing them available jobs and placing them on assignments if interested

Server Assistant (Longhorn Steakhouse) – 7/2012 – 12/2012

- Greet customers with a smile
- Seat customers
- Clean the main lobby and bus tables
- Answer telephone calls
- Take to-go orders
- Direct aspiring applicants to the website
- Organize and prepare menus
- Set tables
- Manage and direct large party groups and organize the dining room accordingly

Education and Training

- Reynolds Community College – Richmond, VA – Information Systems Technology Web Development Career Certificate – 2023
- Highland Springs High School – Highland Springs, VA – Highschool Diploma – 2008