
Belicia Harvey

Westerville, Oh 43081

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SKILLS

- Customer focus and orientation
- Customer service (retail and restaurant)
- Needs assessment and customer satisfaction
- Conflict management and problem solving
- Video production, filming and editing
- Social media and brand management
- Leadership and management
- Food safety and restaurant skills such as serving and bartending
- Early childhood development and care
- First aid
- Data analysis
- Data entry
- Typing (60 wpm)
- Administrative duties, scheduling and receptionist duties

EXPERIENCE

Krispy Kreme, Westerville OH- Donut Specialist

February 2023-March 2023

- Catching, punching and boxing donuts
- Cleaning work spaces and keeping the production areas organized
- Working in a fast paced environment

Magpie Collectibles, Remote - Data Entry and Media Relations

June 2020 - December 2022

- Responsible for inventory, data entry and upkeep of seller's pages.
- Receptionist duties including customer relations.

Cheesecake Factory, Westerville OH - Baker

February 2022 - March 2022

- Responsible for plating, organization, and cleaning the work area.
- Keeping up with in a fast paced environment
- Sticking to health code regulations

Embassy Suites by Hilton, Amarillo TX - *Night Auditor/ Banquet Worker*

June 2021 - November 2021

- Manned the front desk of the hotel from 10 p.m to 8 a.m. Charged accounts and interacted with customers.
- Conducted system maintenance.
- Bartending and catering for banquets.

Palio's Pizza Cafe, Amarillo Tx - *Server*

June 2020 - August 2020

- Ensured customer satisfaction, waited tables, served food, processed transactions and cleared tables.

GameStop, Sherman Tx - *Guest Services Manager*

December 2019 - May 2020

- Resolved customer concerns and ensured quality service.
- Ran cash register.

Cold Stone Creamery, Sherman Tx - *Crew member*

September 2019 - December 2019

- Provided excellent customer service, took orders, ran the register and kept everything clean and organized.
- Answered and recorded telephone orders.

JCC of Dallas, Dallas Tx - *Senior Camp Counselor*

June 2019 - July 2019

- Supervised large groups of children through recreational activities like games and team building.
- Was directly responsible for a group of 15 including their day to day schedule, resolving conflicts between kids and supporting and encouraging them throughout their time at camp,

Magic Time Machine, Dallas Tx - *Busser/ Character Actor*

May 2019 - July 2019

- Assisted waiters with food preparation and delivery.
- Entertained guests as the characters Moana from the disney franchise and Batgirl from the DC franchise.
- Cleaned and organized tables.

Cinemark, Sherman Tx - *Usher/ Concessionist*

September 2018 - April 2019

- Examined tickets or passes for authenticity using attention to detail.
- Mediated customer concerns such as seating disputes.
- Operated concessions during intermissions.

EDUCATION

The Ohio State University Coding Bootcamp, Columbus, OH

April 2023- October 2023

I've been accepted by Ohio State to its coding bootcamp. Within six months I will have experience in coding languages such as JavaScript, HTML, and CSS as well as experience using NoSQL and MySQL databases.

Austin College, Sherman, TX : Major - Media Studies ; Minors- English, East Asian Studies

August 2017 - March 2021

Through my studies I learned to look at media through a critical, philosophical lens, pinpointing methods of influencing perceptions and emotions. With the addition of my minors I also learned to appreciate differing cultural backgrounds and how these differences influence peoples reactions.