

DIONNE ANGELES

4816 Mastodon Way, Ek Grove, CA 95757

Jr8dionne@yahoo.com

(916) 479-5129

Objective: To obtain the Administrative City Clerk position at the City of Sacramento, utilizing my strong administrative, organizational, and communication skills to support the efficient operation of city council meetings, maintain accurate records, and provide exceptional customer service to the public and elected officials.

Experience:

LEAD COUNT ROOM ATTENDANT - Sky River Casino, Elk Grove, CA - [August 2022 - Present]

- Manage and oversee the daily operations of the count room, ensuring accurate and timely counting of all gaming revenue.
- Train and supervise a team of count room attendants to meet operational needs.
- Develop and maintain effective working relationships with other departments to ensure seamless operations.

SUPERVISOR - WinCo Foods, Elk Grove, CA – October 2020 – June 2022

- Managed daily operations of the store, ensuring excellent customer service and smooth store operations.
- Trained and supervised a team of employees to meet the store's operational needs.
- Conducted employee evaluations and managed employee schedules.

BOOKKEEPER - WinCo Foods, Elk Grove, CA – August 2014 – October 2020

- Maintained accurate financial records for the store.
- Managed accounts payable and accounts receivable.
- Conducted monthly and quarterly financial reports.
- Provides information to General Office by running reports, inputting data by computer terminal, verifying cash, and preparing deposits.
- Following all WinCo Foods and Western Union compliance.

SECRETARY (Payroll) - WinCo Foods, Elk Grove, CA – July 2011 – August 2014

- Processed payrolls for all employees.
- Maintained accurate employee records.
- Assisted in other HR-related tasks as needed.

- Perform clerical duties, input information like department schedules, and invoices, relay information from other stores and General Office to the appropriate individuals, credits and charges, inventory, safety information, etc.
- Input employees' attendance and follow up with the manager. Answer related questions like insurance, employee contract, general company policy, etc.

PRICING CLERK – March 2008 – July 2011

- Maintains store pricing accuracy through continuous monitoring of the pricing system. Makes necessary changes to the file system through data entry, changes, and/ or replaces shelf tags. Notifies retail pricing personnel of discrepancies, updates the status of items as changes occur, and general “troubleshooting”.
- Perform “comp checks” by going to competitor stores and checking prices of other stores; enters data, write data, read reports, transmit data by computer, etc.
- Makes signs and tags as needed.

CUSTOMER SERVICE CLERK – WinCo Foods, Elk Grove, CA - January 2005 – March 2008

- Providing world-class customer service to customers. Following WinCo Foods and Western Union compliance while doing BlackHawk gift cards, money orders, and send and receive transactions.
- Issuing returns or store credit to customers and answering any questions the customer may have.
- Answering phone calls and transferring calls to requested departments or personnel.
- Use electronic document management systems to organize and track invoices and purchase orders.

CASHIER - WinCo Foods, Elk Grove, CA - January 2002 – January 2005

- Process sales transactions.
- Accepts acceptable payments at the register (e.g., cash, personal check, debit card, EBT, and WIC).
- Engage with the customer and acknowledge them. Calculate and return change when required by the payment method.
- Maintain adequate denominations in the cash drawer and request additional change.
- Answer customer questions about products and services.
- Reports issues with the supervisor or management. Maintaining the cleanliness of the register and the surrounding.

Education:

UC Davis Boot Camp – Sacramento, CA, Full Stack Development – September 2022-March 2023

AMA Computer College -Manila, Philippines, Computer Programming

St. Paul College - Manila, Philippines, Bachelor of Science in Hotel and Restaurant Management

Technical Skills:

- Proficient in data analysis and Microsoft Excel & Google sheets
- Skilled in computer programming languages
- Familiarity with payroll systems
- HTML
- CSS
- JavaScript
- React
- MERN
- MySQL

References:

Johnny Romero, Count Room Manager, Sky River Casino
(530) 702-9443

Frances Perry, Store Manager, WinCo Foods
(916) 307-8337