

## **Kionta Thomas**

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### **Profile**

Generous experience in many areas of customer service, problem solving, and cash handling. Proven ability to come up with creative solutions to difficult problems has earned my employers tremendous respect, and customer loyalty. Earned a reputation for exceeding expectations in all positions held, and known for being tremendously loyal. Customer Service is priority one.

### **Employment History**

#### **Trainer**

##### **Others Helping Others, Lake Dallas, Texas**

**May 2006 – Apr 2011**

OHO provides effective, comprehensive, and timely services to any and all persons with developmental, physical, and emotional disabilities.

- ♦ Worked with the disabled to obtain life skills and helped them to become a bigger part of society.
- ♦ Screened properties for clients, ensuring that their housing would best meet their individual needs.
- ♦ Taught and led workshops to clients that would improve their abilities to assemble products and complete projects independently.
- ♦ Responsible for assisting clients in transportation for their social and daily needs.

#### **Customer Service Specialist**

##### **Banana Republic, Grapevine, Texas**

**Sept 2010 – May 2011**

Banana Republic is a specialty retailer offering clothing, accessories and personal care products for men, women, children and babies. Their presence is felt around the world with more than 3,100 company-operated stores and 175 franchise stores.

- ♦ Created a welcoming and clean environment for customers.
- ♦ Maintained and organized stock.
- ♦ Performed cash handling and register operations.
- ♦ Managed fitting rooms and assisted customers with all their outfitting and accessorizing needs.

#### **Front Desk Administrator**

##### **Extended Stay Hotels, Lewisville, Texas**

**Nov 2009 – Oct 2010**

This company has emerged as the category leader with the largest distribution of extended stay properties in the United States. Extended Stay Hotels owns and operates nearly 700 hotels across the United States and in Canada.

- ♦ Responsible for reservations and checking in and out our guests.
- ♦ Acted as Concierge for our guests, assisting them with all personal requests.
- ♦ Fixed any problems in individual rooms, and ensured our guests had a great experience.

#### **Backstock Lead**

##### **Tommy Hilfiger, Grapevine, Texas**

**Aug 2005 – Feb 2006**

As one of the world's leading premium lifestyle brands, Tommy Hilfiger delivers superior styling, quality and value to consumers worldwide.

- ♦ First Shipment Supervisor at this location. Organized entire stock room.
- ♦ Responsible for increasing sales on sales floor.

### **Education**

**2006**

##### **Lewisville High School, Lewisville, Texas**

Diploma

- ♦ Graduated in Top 15% of class, among 695 students