

# MCDONALD'S RESUME (FUNCTIONAL)

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## QUALIFICATIONS SUMMARY

- Experienced with cash registers, Point of Sale (POS) Terminals, and other common retail customer service technology
- Consistently top rated customer service worker (95% satisfaction rating) in previous employment
- Able to train new employees in attaining customer service standards and goals, and using restaurant equipment
- Committed, loyal, and hard worker with excellent communication and team work skills
- Conversational in Spanish – able to take orders from Spanish speaking customers

## RELEVANT SKILLS

### *Customer Service*

- Awarded “Employee of the Month” for consistently rating higher than 95% in customer satisfaction surveys
- Successfully implemented new customer service strategies as directed by management
- Trained 3 employees in using customer service software, script presentation, and on the spot problem solving

### *Technical*

- Experience with grills, deep fryers, POS Terminals, and cash registers
- Excellent basic math skills, able to calculate and split bills in the event of POS Terminal/cash register downtime
- Knowledge of food safety principles and hygiene maintenance

### *Interpersonal & Teamwork*

- Frequently commended by management for having a positive attitude towards work and customers
- Ensure that all duties are handled to 100% completion, and lend assistance to other co-workers when duties are completed, and responsive to co-worker needs and questions
- Possess excellent conflict resolution skills in the event of customer/employee disputes

## WORK HISTORY

**McDonald's**, Los Angeles, CA – *Store Assistant*

**Call Center Pros**, Greenville, SC – *Customer Service Representative*

**Burger King**, Greenville, SC – *Cleaner*

## EDUCATION

College of Charleston, Charleston, SC

*Marketing Candidate, May 2016*

- GPA 3.5/4.0