Kimmone A. Lewis

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Arima

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PROFESSIONAL EXPERIENCE

**Macy’s**  New York, NY November 2014 - Present

Sales Associate at Store # 70001at 90-01 Queens Blvd

* Achieve personal sales goals and goals for the Macy’s Star Reward program by utilizing customer service skills to personal each sales experience with customers that walk through the doors.
* Adhere to the Macy’s housekeeping standards for each store by ensuring that the fitting rooms are in presentable shape for the customers and making certain that the merchandise are organized on each sales floor.
* Utilizing the Point of Sales Systems to complete the Macy’s Sales Process by cashing out customers of their desired purchases in addition to informing the customer of Macy’s promotional events and sales to gain customer loyalty.

**Panera Bread** Brooklyn, NYJanuary 2013 – December 2013

Catering Coordinator, at Store #204078 at 345 Adams St.

* Managed a group of caterers to ensure that the accuracy of the catering orders are fulfilled based on the customer’s specifications and delivered in a timely manner resulting in the customers to be satisfied with the store’s service.
* Oversaw the cashiers, the line members, the preppers and the dining staff to make certain that the flow of the line is in accordance to the standard of Panera Bread resulting in the store to reach its weekly sales target.
* Executed the Panera Bread “buzzing” technique to follow-up after the catering orders are delivered to the customers to ensure satisfaction resulting in the customers at the store’s to become satisfied and repeat customers.

**Panera Bread** Brooklyn, NY August 2012 – December 2012

Cashier, at Store #204078 at 345 Adams St.

* Learned the basics of Customer Service and Panera Bread’s sales techniques, enabling me to provide great service to Panera Bread’s customers while precisely maintaining cash and cash resources of an average of $1,000 through computing and processing payments by utilizing the IBM Point of Sale System which enabled the store to reach its sales target.
* Prepared and served soup, salads, Panini, flatbread, pastry, bread and beverages in a timely manner which facilitated the customers to be satisfied, eventually leading to the increase in the store’s Customer Service rating by approximately 9% each month.
* Maintained the cleanliness of the store, its equipment and its storage area in order to receive an “A” grade and ensuring compliance with the New York State Food Safety Rules & Regulations resulting in the store’s longevity.

**Nanny** New York, NY February 2007 – July 2012

* Coordinated activities in a comprehensive schedule for the parents and the children to ensure that our time was occupied and organized resulting in the children becoming physically active.
* Assist the parents in promoting a good nutritional intake for the children to ensure that they are prolonging a healthy life style during their stages of development.
* Tutored the children with their assignments from school so they can understand the information in the assignment in addition to learning the valuable lesson of completing assignment on time resulting in the children to gain knowledge of responsibility.

EDUCATIONAL EXPERIENCE

**Bedford Stuyvesant Preparatory High School**

### High School Diploma

Graduation: January 2006

SPECIAL CERTIFICATIONS

Cardiopulmonary Resuscitation (CPR) Certified