# Latoya Cockburn

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**OBJECTIVE**

I am looking for an entry level position where I can be an individual contributor and grow professionally.

# EXPERIENCE

**Crossroads Supermarket** Aug 2006- April 2011

**Customer Service & Cashier**

* Responsible for assisting the assistant store manager with customer experience.
* Coordinate with other hourly cashiers to assess customer needs and expedite heavy traffic.
* Assist with customer resolution with escalated customer issues.
* Cross-sell additional promotional items to boost overall store sales.

**Western Union Agent**

* Complete the Daily Task Log to ensure all assigned tasks for the department are completed.
* Work closely with the Cash Management Department regarding account funding issues.
* Monitor work flow to ensure all incoming and outgoing payments are processed within established deadlines in order to meet client expectation.

**Care for Kids**  April 2003- Aug 2006

## Teachers Assistant

* + - Responsible to provide developmentally appropriate care and education for a group of infants, toddlers or preschool children daily.
    - Provide care in accordance with established principles of early childhood education, Head Start performance standards and CT state licensing regulations.

**Wendy’s International, Inc.** Sept 1999- July 2003

### Cashier & Food Service

* + - Strong customer focus, take initiative to receive direction well and accomplish many tasks during a high traffic shift.
    - Greet customers, run the register, preparing menu items, load stock and help keep the restaurant clean.

# EDUCATION

Branford Hall 2005-2006

Medical Assistant Certification