

# Tawana Mathis

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My objective is to become employed with a company that does not only base its morals around the quantity of the employees, but more so the quality of the employees' work ethics and determination. One who allows employees the opportunity to advance not based on seniority and authority, but based on the overall work ethics and outcomes of their efforts and perseverance.

Authorized to work in the US for any employer

## Work Experience

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### **Lead Cook**

HICKORY TRAIL HOSPITAL - DeSoto, TX

September 2015 to Present

- \*Prepare, Cook, and Serve over 86 Patients according to nutritious meals.
- \*Ensuring that all food served to Patients have been prepared in a safe sanitary manner while also maintaining the highest quality.

### **Food Service Assistant**

CHILDREN' S MEDICAL CENTER - Dallas, TX

June 2014 to August 2015

- \*Prepare food from tray line for Patients, and Guest per order.
- \*Deliver food trays to Patients room.
- \*Assist in wrapping silverware, matting trays, and bagging condiments.

### **Manager Assistant**

GRACE PRESBYTERIAN VILLAGE - Dallas, TX

January 2012 to June 2014

- \*Assist with scheduling, training new hires, monitoring inventory, ordering food, and merchandise.
- \*Prepare, Provide and deliver nourishments supplements identified by resident full name .
- \*Provide efficient, timely and courteous food to residents.
- \*Bus tables in dining room, and break down food carts from units.

### **Customers Service Representative**

ENCORE PAYMENT SYSTEM - Addison, TX

September 2007 to January 2012

- \*In/Outbound calls.
- \*Setting new and existing appointments for credit/debit card processing.
- \*Researches various on-line addresses, faxing, emailing, processing statements, and follow up on appointments.
- \*Assisting front desk when needed.

### **Customer Service Representative**

OFFICE MAX - Arlington, TX  
May 2003 to August 2007

- \*Answering high volume inbound calls inquiring on catalog orders in accounts.
- \*Tracking orders, resenting invoice, and setting up new catalog accounts.
- \*Making sure customers order is ship on time.

### **Customer Service Representative**

ARMY AIR FORCE EXCHANGE - Dallas, TX  
February 1999 to May 2003

- \*Answering all incoming calls from service members. \*Managing accurate and delinquent accounts.
- \*Maintaining and updating the customer database while responding to the customer needs.