

# Pamela Houchins

**Eager and looking to grow within a company.**

Lancaster, TX 75146

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4694630010

Hard working profesional with 21+ years experience and a proven knowledge of conflict resolution, customer communications, and customer satisfaction. Aiming to leverage my skills to successfully fill the shift lead roll at your company.

Authorized to work in the US for any employer

## Work Experience

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### **Personal Care Assistant**

Naaman Community Health Care - DeSoto, TX

April 2008 to Present

Providing patients with help moving in and out of beds, baths, wheelchairs or automobiles and with dressing and grooming. Care for patients by changing bed linens, washing and ironing laundry, cleaning and assisting with their personal care. Accompanying patients to their Dr. appointments with reliable transportation. Assisting with the patients dietary needs and planning meals accordingly.

### **Operations Manager**

Dollartree - DeSoto, TX

November 2008 to April 2019

As the Operations manager I assisted the store manager in daily duties including: scheduling and covering vacant shifts, completing office computer work, store orders, hiring and training new employees, setting up displays, follow all stocking guidelines, managing the impulse checkout areas, unloading weekly freight trucks along with frozen food truck. Customer service and cash register handling as needed. Following daily procedures of the store clean up. Maintaining a friendly environment for customers to shop and have a great experience.

## Education

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### **High school or equivalent**

Macarthur High School - Irving, TX

## Skills

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Customer Service (10+ years), Customer Support (10+ years), Merchandising (10+ years), Training & Development (10+ years)