

# Mechelle Mack

## **Attend staff**

Duncanville, TX 75137

[mechelle\\_mack@yahoo.com](mailto:mechelle_mack@yahoo.com)

2146465555

Friendly and enthusiastic Dietary Cook/Aide/Dishwasher and Customer

Representative with 6 years of experience in Nutrition . Able to learn new tasks quickly and proficient in a growing key customer relationships. Represent establishment with friendly, professional demeanor at all times.

## Work Experience

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### **Kitchen Manager/Cook**

HEAD START OF GREATER DALLAS - Dallas, TX

Prepare meals according to menus.I do production records for the food that is prepared.I order food weekly along with non food products. I have to do a monthly inventory for food and none food items. I file paperwork for my production records, milk budget receipt, and claims In i have a serv safe certification.

### **Teacher Cook Van Driver**

Ideal LEarning Center - Dallas, TX

April 2014 to May 2015

Dallas, TX

Teach basic skills such as color, shape, number and letter recognition, personal hygiene, and social skills.

Attend to children's basic needs by feeding them, dressing them, and changing their diapers.

Provide a variety of materials and resources for children to explore, manipulate and use both in learning activities and in imaginative play.

Serve meals and snacks in accordance with nutritional guidelines.

Teach proper eating habits and personal hygiene.

Enforce all administration policies and rules governing students.

Establish clear objectives for all lessons, units, and projects, and communicate those objectives to children. Organize and label materials, and display students' work in a manner appropriate for their ages and perceptual skills.

Attend staff meetings, and serve on committees as required.

Comply with traffic regulations to operate vehicles in a safe and courteous

manner.

Follow safety rules as students board and exit buses or cross streets near bus stops.

Maintain order among pupils during trips to ensure safety.

Check the condition of a vehicle's tires, brakes, windshield wipers, lights, oil, fuel, water, and safety equipment to ensure that everything is in working order.

Report any bus malfunctions or needed repairs.

Escort small children across roads and highways.

Pick up and drop off students at regularly scheduled neighborhood locations, following strict time schedules.  
Maintain knowledge of first-aid procedures.  
Prepare and submit reports that may include the number of passengers or trips, hours worked, mileage, fuel consumption, or fares received.  
Drive gasoline, diesel, or electrically powered multi-passenger vehicles to transport students between neighborhoods, schools, and school activities  
Report delays, accidents, or other traffic and transportation situations, using telephones or mobile two-way radios.  
Make minor repairs to vehicles.

### **Dietary Cook/Aide/Dishwasher**

Arlington Residence and Rehab - Arlington, TX  
October 2013 to April 2014

Clean and inspect galley equipment, kitchen appliances, and work areas to ensure cleanliness and functional operation.  
Cook foodstuffs according to menus, special dietary or nutritional restrictions, or numbers of portions to be served.  
Clean, cut, and cook meat, fish, or poultry.  
Apportion and serve food to facility residents, employees, or patrons.  
Monitor use of government food commodities to ensure that proper procedures are followed.  
Direct activities of one or more workers who assist in preparing and serving meals.  
Wash pots, pans, dishes, utensils, and other cooking equipment.  
Bake breads, rolls, and other pastries.  
Take inventory of supplies and equipment.  
Train new employees.

### **Health Insurance Customer Service Representative**

Aegis Communication Group - Irving, TX  
July 2013 to October 2013

Review insurance policy to determine coverage.

Answer customer questions regarding problems with their accounts.  
Answer question about members coverage for provider.  
Confer with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.  
Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.  
Review insurance policy terms to determine whether a particular loss is covered by insurance.  
Check to ensure that appropriate changes were made to resolve customers' problems.  
Determine charges for services requested, collect deposits or payments, or arrange for billing.  
Refer unresolved customer grievances to designated departments for further investigation.

## **Dietary Cook/Aide/Dishwasher**

Lancaster Nursing and Rehab Center - Lancaster, TX

July 2011 to July 2013

Clean, cut, and cook meat, fish, or poultry.

Clean and inspect galley equipment, kitchen appliances, and work areas to ensure cleanliness and functional operation.

Train new employees.

Cook foodstuffs according to menus, special dietary or nutritional restrictions, or numbers of portions to be served.

Apportion and serve food to facility residents, employees, or patrons.

Monitor use of government food commodities to ensure that proper procedures are followed.

Wash pots, pans, dishes, utensils, and other cooking equipment.

Bake breads, rolls, and other pastries.

Take inventory of supplies and equipment.

Wash dishes, glassware, flatware, pots, or pans, using dishwashers or by hand.

Place clean dishes, utensils, or cooking equipment in storage areas.

Maintain kitchen work areas, equipment, or utensils in clean and orderly condition.

Clean or prepare various foods for cooking or serving.

Stock supplies, such as food or utensils, in serving stations, cupboards, refrigerators, or salad bars.

Set up banquet tables.

Sweep or scrub floors.

Sort and remove trash, placing it in designated pickup areas.

Transfer supplies or equipment between storage and work areas, by hand.

Load or unload trucks that deliver or pick up food or supplies.

## Certifications/Licenses

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### **ServSafe**

March 2016 to March 2021

### **Food Handler**

February 2018 to February 2021

## Additional Information

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### SKILLS

Customer and Personal Service Transportation

Time Management Public Safety and Security

Monitoring Food Production

Telecommunications Clerical

Active Learning English Language

## Judgment and Decision Making