

Monique Ellis

Service - Driven Customer Service Professional

Upland, PA - Email me on Indeed: [indeed.com/r/Monique-Ellis/d0edf111d81dcaef](https://www.indeed.com/r/Monique-Ellis/d0edf111d81dcaef)

To deliver the utmost customer satisfaction and build long lasting client relationships, while doing my job as per the standards put forth by my employer.

Abilities:

- Self-starter with a positive and friendly attitude.
- Excellent written and verbal communication skills, with an eye for detail.
- Proficient with computer literate such as Microsoft Word, Microsoft Excel, PowerPoint, and Internet.
- Extremely productive in a high volume, high stress environment.
- Strong skills in time management, prioritizing tasks, and meeting deadlines.

WORK EXPERIENCE

Housekeeping Supervisor

True Perfection Cleaning Services - July 2011 to Present

Responsibilities:

- Assign workers their duties and inspect work for conformance to standards of cleanliness
- Investigate complaints regarding housekeeping service and equipment and takes corrective action
- Inventory stock to ensure adequate supplies
- Conduct orientation training, in-service training, work procedures, and demonstrate use and maintenance of equipment

Server

Red Lobster - October 2010 to Present

Responsibilities:

- Greet all guest with enthusiasm and friendliness
- Monitor food preparation and distribution
- Ensure that meals are delivered to correct recipients
- Meet guidelines such as those for guest with special diets or allergies
- Take payment and use mathematical skills to make change

Independent Contractor

Couture at Your Door - March 2008 to June 2011

Responsibilities:

- Buyer for all lines, select, purchase and design displays for store
- Promote and plan all social and party events
- Market company to various business, clients, and media outlets
- Sales associate working within store and internet, assisting clients

Office Assistant

Couture at Your Door - November 2009 to April 2010

Responsibilities:

- Handle tasks relating to ingoing and outgoing mail
- Responsible for organizing, registering, and logging client workshops and development

EDUCATION

Biology Pre-Med, Minor Chemistry

Xavier University-New Orleans - New Orleans, LA
2004 to 2006

High School Diploma

Tower Hill School - Wilmington, DE
2000 to 2004