

Lucy DeJesus

Wilmington, DE - Email me on Indeed: [indeed.com/r/Lucy-DeJesus/f7ccdd85779574da](https://www.indeed.com/r/Lucy-DeJesus/f7ccdd85779574da)

Authorized to work in the US for any employer

WORK EXPERIENCE

Cleaning specialist

Crystal clean cleaning inc. - Newark, NJ - March 2015 to Present

Supervise work activities of cleaning personnel to ensure clean, orderly, and attractive rooms in hotels, hospitals, educational institutions, and similar establishments. Assign duties, inspect work, and investigate complaints regarding housekeeping service and equipment and take corrective action. May purchase housekeeping supplies and equipment, take periodic inventories, screen applicants, train new employees, and recommend dismissals.

Operations Assistant Manager

Harbor Freight Tools - Sharon Hill, PA - May 2011 to October 2014

Responsibilities

Manage day to day process, oversee and monitoring the truck receiving, manage stock levels, make key decisions, ensure guidelines and procedures are followed, implement safety conditions, delegate authority, insure staffing levels, control labor and p&l, provide a great customer experience, etc.

Accomplishments

Started as a cashier work my way up the ladder. Moved to Sharon hill, pa. With a promotion. Sales went up 2%, customer name value was up by 31%, Returns and defects went down 9%. from a 48%.

Skills Used

Time management. Fork lift truck certified. Translating for Spanish speaking customer's.

Customer Service manager

WalMart - New Castle, DE - December 2007 to February 2011

Responsibilities

Advise customers, answer customer inquiries, arrange merchandise display, clean work area, demonstrate leadership, provide great customer service, greet customers, inspect merchandise, manage inventories, use computers to enter access and retrieve data, key holder, etc.

Restaurant Assistant manager

McDonald's - Claymont, DE - December 2007 to January 2011

Responsibilities

Assign employees to specific duties, direct and supervise employees, enforce safety, health and security rules, hire, train, and evaluate personal, inventory stock, provide customer service, etc.

EDUCATION

Glasgow High School - Glasgow, DE
1992 to 1995