

Kenya Edwards

Cashier/ Customer Service Representative

Trenton, NJ - Email me on Indeed: [indeed.com/r/Kenya-Edwards/78176adcc58a5d69](https://www.indeed.com/r/Kenya-Edwards/78176adcc58a5d69)

Ten years of consecutive work experience within retail and social services, each position requiring excellent communication and customer service skills seeks to utilize high energy and expertise in a hospital and nursing environment.

ABILITIES:

- Maintain calm and professional demeanor in all situations
- History of increasing sales and productivity
- Computer Literate
- Relate well to diverse populations
- Innate ability to problem solve both analytical and personal situations

WORK EXPERIENCE

Housekeeping

The Westin - Princeton, NJ

Responsibilities

make beds, dust, empty trash, vacuum, clean bathroom sink, toilet, tubs, mop floors, replace dirty towels with clean towels, clean coffee maker and replace coffee

Skills Used

cleanliness

Cashier/ Customer Service Representative

Jiffy Lube - Lawrenceville, NJ - 2011 to 2013

Kept record of services in progress, notified customer when service was completed and accepted payment

- Answered customer's telephone, mail, and in-person inquiries and directed customers to appropriate area
- Resolved customer complaints and requests for refunds, exchanges, and adjustments restored
- Inspected merchandise to ensure it was correctly priced and displayed, and promoted good customer relations
- Installed and removed department cash-register-receipt tapes and audited cash receipts

Cashier/Sales Associate

Old Navy - Lawrence, NJ - 2009 to 2011

Answered customers' questions about merchandise and advised customers on merchandise selections

- Took inventory or examined merchandise to identify items to be reordered or replenished.

Front Desk Attendant

Making It Possible - New Brunswick, NJ - 2007 to 2009

Made sure all emergency entrances are secured and wrote incident reports when needed.

- Prepared letters and documents for clients and management, received and sorted mail
- Maintained appointment diary noting guests' and staff presence on/off site
- Answered telephone, screened and directed calls took and relayed messages

Environmental Service Worker

Medical Staffing Services, (RWJUH) - New Brunswick, NJ - 2003 to 2004

Environmental Services

- Responsible for nightly deep cleaning of the emergency room meeting HIPPA and blood pathogens standards in hospital areas
- Cleaned and prepared patients rooms, and stocked materials daily
- Kept storage areas and carts well-stocked, clean, and tidy.
- Replenished supplies such as linens, and bathroom items.

EDUCATION

Diploma in Medical Assistant

Chubb Institute
2005 to 2007

High School Diploma

New Brunswick High School
1995 to 1999

SKILLS

Computer Literate (3 years), Data Entry, Customer Service, Inventory, Cashier, Housekeeping, Stocking

ADDITIONAL INFORMATION

To Whom It May Concern: I am writng with regards to possible obtaining a full-time or part-time positon which allows me to utilize the skills that I have acquired throughout my previous employment and educational experience. My past history has helped me develop into the mature and focus individual I now am; and it has made me fully aware of the right way to deal with disheartenment and disenfranchment. I believe that you will 2nd previous employers that will verify that I exhibit intelligence, persistence, initiative, maturity, and stability. In addition, I am eager to make a positive contribution to your company. My resume is enclosed for your review. I would like to be considered as a serious candidate for this position. I look forward to further pursuing this avenue with you. Thank you for your time and consideration. Sincerely, Kenya N. Edwards