

470-652-2273 - jwilliams.a19@gmail.com - Powder Springs, GA

IMANI WILLIAMS

SUMMARY OF QUALIFICATIONS

A highly motivated, goal-oriented future employee with 4 years of customer service experience. Proven record of proficiency in:

- ~ Comprehension and integration of new learning ~ Problem de-escalation and resolution
- ~ Ability to multitask ~ Microsoft Office suite ~ Training efficiently

WORK EXPERIENCE

August 2022 - June 2023 **Chick-fil-a** Kennesaw, GA

Back of House Team Member (August 2022 - June 2023)

Maintaining a safe, clean environment while guaranteeing quality, guest delighting food.

- Recognized for maneuvering multiple positions
- Implemented best practices within training
- Commended for the knowledge of all positions

December 2021 - August 2022 **Aldi** Kennesaw, GA

Shift Manager (December 2021 - August 2022)

Led a team of 3-4 members to handle the stores daily upkeep and focus on complete customer satisfaction.

- Credited for doing tasks within allotted time frame and in full
- Selected for more rigorous, complicated duties

October 2019 - June 2021 **Chick-fil-a** Kennesaw, GA

Shift Leader (September 2020- June 2021)

Successfully led a shift of 20-25 members to maintain a variety of business goals focused on food safety, nutritional excellence, and an above average guest experience.

- Recognition by General Manager for customer de-escalation
- Acknowledgement for member problem resolution
- Consistent productivity and sales improvement

Trainer (June 2020-September 2020)

Effectively teach 1-4 team members entry positions, company principles and standards, and the overall goal put forth toward guest satisfaction.

- Post-training surveys boasted high results and verbatim comments such as organized, thorough, and well-spoken
- Selected to enhance training materials
- Conducted check-ins through online teachings

Team Member (October 2019-June 2020)

Efficiently execute and multiple tasks with constant focus on guest satisfaction goals

- Frequently recognized by superiors for going above and beyond
- Selected for complex, more goal-oriented tasks

May 2019- June 2020 **Sky zone** Kennesaw, GA

Cashier (July 2019-June 2020)

Assist both walk-in guests and scheduled parties with check in process, assign times for tickets and help with any non-casualties that may happen within the park or the check in process.

- Awarded Employee of the Month
- Recognized for consistent reliability and check in efficiency

Court Monitor (May 2019-July 2019)

Oversee multiple different areas of the park ensuring court rules are followed, interact with guests and maintain overall safety.

- Credited for accident prevention
- Recognized for making positive and personal connections with guests
- Shared best demonstrated practices with peers to implement court safety