

# Felicia Broy

Bolingbrook, IL 60440

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Proficient in Microsoft Word and Excel  
6+ Years of Customer Service experience.

Willing to relocate: Anywhere  
Authorized to work in the US for any employer

## Work Experience

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### **Amazon Fulfillment Associate**

Amazon Warehouse - Romeoville, IL

June 2021 to March 2023

Sort packages and Stow them.

### **Package Handler**

Amazon - Romeoville, IL

June 2021 to June 2022

Sorted packages for delivery.

### **Packer**

Ferrera candy - Bolingbrook, IL

January 2019 to March 2020

I packed candy in boxes for shipping.

### **Store Manager**

Wingstop - Las Vegas, NV

September 2015 to May 2017

I managed 12-15 employees. I did scheduling, hiring, payroll, inventory, placed orders for store inventory, cooked, took phone and in-person orders, handled all customer issues and complaints, maintained clean work areas throughout my store, and provided Excellent Customer Service at all times.

### **PERSONAL ASSISTANT STATE OF ILLINOIS**

GAP IN EMPLOYMENT

December 2014 to September 2015

11/2012 - 12/2014

Provided personal assistance to elderly and disabled patients. I cooked, cleaned, ran errands, assist with personal hygiene care, and also assist with transportation to doctor visits ect.

### **SUPERVISOR SAM'S CLUB**

GAP IN EMPLOYMENT

November 2010 to November 2012

09/2006 - 11/2010

I supervised 10- 15 cashiers and customer service reps. I also rang customer orders, took payments, did scheduling, promoted upsells, and provided excellent customer service.

## Education

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### **C.N.A. in Nursing**

South Suburban College - South Holland, IL

January 2010 to May 2011

### **H.S. DIPLOMA**

J.F KENNEDY H.S - Chicago, IL

## Skills

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- Senior Care
- Personal Assistant Experience
- Upselling
- Home Care
- Nursing
- Caregiving