

Khalissa Pugh

Wilmer, TX 75172

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4698258176

Active Listening -- Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Authorized to work in the US for any employer

Work Experience

Entrepreneur/Small Business Owner

Dallas, TX

January 2020 to Present

1. Conduct price sells
2. Manage my own shoes
3. Create shoes to fit a everyday life style.
4. Handle accounts
5. Shipping and receiving
6. Promotions and discounts
7. Answer questions and handle problems.

Cashier/Customer Service

Dollar tree

October 2017 to April 2018

Receive and disburse money in establishments other than financial institutions. Usually involves use of electronic scanners, cash registers, or related equipment. Often involved in processing credit or debit card transactions and validating checks.

Server

Waffle House - DeSoto, TX

February 2015 to August 2016

Restaurant Servers are responsible for positive Guest interactions while serving Guests in a friendly and efficient manner and play an integral role in ensuring our customers have exceptional dining experiences. At all times, servers are expected to be attentive to our Guests' needs, making them feel welcome, comfortable, important and relaxed.

The right person will be passionate about food and service and thoroughly enjoy creating excellent experiences for our customers. The ideal candidate will have a friendly, outgoing disposition and previous experience working as a Server in a bustling, fast-paced restaurant setting.

Responsibilities:

- Prepare room for dining by clothing tables and setting decorations, condiments, candles, napkins, service plates and utensils
- Protect establishment and patrons by adhering to sanitation, safety and alcohol beverage control policies

- Help patrons select food and beverages by presenting menu; offering cocktails; suggesting courses; explaining the chef's specialties; identifying appropriate wines; answering food preparation questions

Administrative Assistant

Shoe Fetish - Little Rock, AR
July 2007 to December 2011

- Handling office tasks, such as filing, generating reports and presentations, setting up for meetings, and reordering supplies.
- Providing real-time scheduling support by booking appointments and preventing conflicts.
- Making travel arrangements, such as booking flights, cars, and making hotel and restaurant reservations.
- Screening phone calls and routing callers to the appropriate party.
- Using computers to generate reports, transcribe minutes from meetings, create presentations, and conduct research.
- Greet and assist visitors.
- Maintain polite and professional communication via phone, e-mail, and mail.
- Anticipate the needs of others in order to ensure their seamless and positive experience.

Education

High school or equivalent in Computer science/ diploma

El Centro College middle college high school - Dallas, TX
August 1997 to May 2002

Skills

- Food Service
- Customer Service
- Crew Member
- Computer Science

Certifications and Licenses

food handler certificate

Assessments

Customer Focus & Orientation — Highly Proficient

August 2019

Responding to customer situations with sensitivity.

Full results: [Highly Proficient](#)

Retail Cash Handling — Highly Proficient

September 2019

Calculating retail transactions and knowing cash drawer policies and procedures.

Full results: [Highly Proficient](#)

Retail Customer Service — Proficient

September 2019

Comprehending and responding to retail customer needs.

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.