Ebony James

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Solid, competent, and energetic team player with a great positive attitude seeking a position in a company that recognizes hard work and reliability where I can apply my qualifications and experience. Financial duties consisted of counting the safe/ deposits and providing cashiers with necessary currency for daily operations. Experience with Microsoft Word, Excel and PowerPoint. Dedicated customer services representative with the motion to maintain customer satisfaction and contribute to company success. Responsible and Friendly cashier with 4-5 years of experience working in fast – paced environments.

**Core Strengths**

* Strong organization skills
* Good social and communication skills
* Energetic work attitude
* Customer service
* Multi- line phone usage
* Microsoft  Word / Excel / PowerPoint

**Accomplishments**

* Consistently received positive feedback from guest and created a repeat business by developing long term relationships with the customers.
* Handled guest complaints while maintaining a positive dining experience.
* Assisted customers over the phone regarding store operation hours and product information.

**Work Experience**

**September 2013- Current Deals: Dollar Tree**

* Opened a new store/ Received/ stacked and unpacked Shipment

**March 2013- August**                         **Rite Aid: Cashier/ Stock Associate**

* Unpacked/ distributed  shipment in a timely manner
* Packed overstocked shipment onto shelves

**July 2010- January 2013**                    **Lot Less Closeout: Cashier Supervisor / Sales Associate**

* Serving as a key holder: responsible for voiding and correcting other cashiers mistakes as well as performing daily audits of cashiers, closing and opening functions of registers, counting the safe/deposits and entering data at the end of the shift.
* Provided help and support management on shrink awareness ideas
* Responsible for ringing up customers in timely manner and guaranteeing high level of customer service.
* Trained new employees (cashiers) by providing knowledge of specific store tasks and policies. Maintained cleanliness and displayed merchandise on the selling floor.

**May 2012-June 2012**                         **Progressive Home Health Services (HHA/ PCA)**

  Took Care of Patients: vital signs, blood pressure, and bathed them.

**July 2008-Oct 2008**                            **Dunkin Donuts: Cashier/ Cook**

 Answered questions regarding store products, while maintaining knowledge of current sales and store promotions.

Cooked, decorated and displayed donuts on show case.

**Oct 2009- April 2010** **Metropolitan Hospital (volunteer)**

Ambulatory Care (front desk assistant) greeted patients, assisted with clinical duties.

**Educational Background**

**August 2010- Current**                         **New York City College of Technology (Class ‘2014)**

Major: Human Service/ Nursing. Course study: Sociology, Psychology, Child Psychology, MST (computer), English, Math, Government, Gerontology, HIV/AIDS Health, Human Sexuality, Counseling, Community Healthy, Community Organization/ Development, Community Mental Health.

**Sept 2006- June 2010**              **St. Jean Baptiste High School**

Local Diploma              Regents Diploma                      Honor Roll