

10/14 11am

Jessica Deng

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Work Experience

CEO/Owner

Deng! That's Clean LLC-Rochester, MN
February 2023 to Present

Front Desk Assistant

Cornerstone Staffing Solutions, Inc.-Rochester, MN
May 2023 to March 2025

Front Desk Agent

Centerstone Plaza Hotel-Rochester, MN
November 2021 to January 2023

Ensure the front desk is neat, presentable, and equipped with all the necessary supplies such as pens, forms, and paper.
Answer all client questions and incoming calls.
Redirect phone calls to the appropriate department and take down messages.
Accept all letters and packages, and distribute them to their appropriate departments.
Monitor, organize and forward emails.
Track and order office equipment and supplies.
Maintain records and files

Communications Agent

Minnesota Relay-Moorhead, MN
May 2020 to October 2021

Relayed calls between deaf consumers and hearing individuals.
Read what is typed by the deaf caller and voice that to the hearing individual.
Heard what is said by the hearing individual and type to the deaf caller
Accept and place local and long distance relay calls for consumers
Enter desired method of billing instructions and enter billing information into the system
Relayed contents of the call as accurately as possible without intervening in the conversation
Maintain strict consumer confidentiality and professionalism

Lead Direct Support Professional

Smart Choice-Rochester, MN
May 2019 to May 2020

Assisted Clients with feeding, bathing, transfers, Peri Care / Oral Care/ Wound Care
Enemas & suppositories
Carried more than 100lbs and stood on feet for hours.
Passed Medication accurately
Used Lifts(EZ & Hoyer)

3rd Key Manager

Claire's Store-Rochester, MN
May 2014 to November 2016

Open and close store, Set up merchandise and organize the available items in the correct place, handling operational procedures, assisting cashiers, providing customer service, supervising cleaning staff, setting alarms, and keeping the entry area clean and organized

Education

Law Enforcement (Associate)

Rochester Community and Technical College-Rochester, MN
August 2017 to August 2019

High School Diploma

John Marshall Senior High School-Rochester, MN
September 2011 to June 2015

Skills

- Custodial experience
- Time management
- Janitorial experience
- Commercial cleaning
- Microsoft Word (10+ years)
- Computer Skills
- Management Experience (5 years)
- Customer Service (5 years)
- Guest Services
- Dietary aide experience
- Basic math
- Front Desk
- Microsoft Office

Languages

- English

Certifications and Licenses

First Aid Certification

CPR Certification