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# Derek Thompson

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

## Work Experience

### **Donation Attendant**

Goodwill Easter Seals Minnesota-Rochester, MN  
June 2024 to Present

- Provided exceptional customer service by assisting guests with their needs and ensuring a positive experience
- Collaborated with team members to coordinate tasks and ensure efficient workflow
- Followed safety protocols and procedures to maintain a secure environment for guests and staff

### **Driver**

Remjoy Special Transportation Services-Rochester, MN  
February 2023 to November 2023

- Demonstrated excellent navigation skills using GPS systems or maps to find the most efficient routes for transportation destinations and minimum fuel consumption
- Provided exceptional customer service by being courteous, professional, and helpful during interactions with clients at pick-up/drop-off locations
- Maintained cleanliness inside the vehicle by regularly cleaning the interior surfaces
- Completed daily pre-trip inspections according to DOT regulations

### **Delivery Driver**

Waiter Express-Rochester, MN  
November 2016 to November 2022

- Ensured the safe handling and transportation of fragile or perishable food items
- Collaborated with dispatchers to coordinate daily delivery schedules
- Utilized GPS navigation systems or maps to determine optimal routes, optimize efficiency and minimize fuel consumption for deliveries

### **Direct Support Professional**

Family Partners of Minnesota-Rochester, MN  
October 2021 to July 2022

- Provided direct care and support to individuals with disabilities, ensuring their safety, well-being, and quality of life
- Assisted clients with daily living activities such as bathing, dressing, grooming, and meal preparation
- Implemented individualized care plans based on clients' specific needs and goals
- Supported individuals in developing independent living skills such as budgeting, grocery shopping, and household chores
- Promoted socialization by organizing recreational activities and outings for clients to engage in the community

- Maintained accurate records of client progress, behaviors, incidents, and medical information
- Collaborated with a multidisciplinary team including doctors, therapists, and case managers to ensure comprehensive care for clients

### **Front Office Supervisor**

Holiday Inn Express and Suites-Rochester, MN

July 2020 to September 2020

- Managed daily operations of the front office, including check-in/check-out procedures, room assignments, and guest inquiries
- Developed and maintained strong relationships with guests, addressing any concerns or issues promptly and effectively
- Collaborated with other departments to ensure seamless communication and coordination for guest requests and special arrangements
- Implemented strategies to optimize room inventory management resulting in an increase in overall occupancy rate by XX%
- Monitored reservation systems regularly to ensure accuracy of bookings and resolve any discrepancies or conflicts

### **Front Office Manager**

Candlewood Suites-Rochester, MN

December 2019 to July 2020

- Managed front desk operations, overseeing a team of XX receptionists and ensuring smooth check-in/check-out processes for guests
- Collaborated with housekeeping department to prioritize room cleaning schedules, reducing wait times for guests by XX%
- Resolved guest complaints or issues promptly and effectively, maintaining high levels of customer satisfaction
- Managed room inventory effectively, ensuring optimal occupancy levels while minimizing overbooking situations
- Maintained accurate records of guest preferences and special requests to provide personalized service during their stay

### **Front Desk Agent**

Apache Hotel-Rochester, MN

March 2019 to December 2019

- Efficiently managed guest reservations, including check-ins, check-outs, and room assignments
- Responded to guest inquiries and resolved issues promptly and professionally, maintaining high levels of customer satisfaction
- Provided accurate information about hotel facilities, services, and local attractions to enhance the guest experience
- Collaborated with other departments such as concierge and housekeeping staff to ensure timely seamless service delivery of requested amenities or services throughout the hotel

### **Laundry Staff**

Fairfield Inn & Suites -Rochester, MN

September 2017 to March 2019

- Operated commercial laundry equipment, including washers, dryers, and ironing machines
- Pre-treated stains on garments using appropriate stain removal techniques
- Followed established procedures for washing, drying, folding, and packaging laundry items
- Maintained cleanliness of work area by regularly cleaning machines and removing lint from filters
- Collaborated with team members to prioritize tasks based on urgency and workload demands

- Assisted in the training of new staff members on proper laundry handling techniques and safety protocols

### **Laundry Staff**

Brentwood Hotel-Rochester, MN

September 2016 to August 2017

- Operated commercial laundry equipment, including washers, dryers, and ironing machines
- Followed established procedures for washing, drying, folding, and packaging laundry items
- Maintained cleanliness of work area by regularly cleaning machines and removing lint from filters
- Sorted and organized incoming laundry items according to color, fabric type, and care instructions

## Education

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### **GED**

## Skills

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- Management
- Hotel experience
- Assistant Manager Experience
- Merchandising
- Inventory Control
- Busser
- Cleaning
- Car wash
- Guest Services
- POS
- Restaurant experience
- Commercial cleaning
- Food Preparation
- Driving
- Meal Preparation
- Warehouse experience
- Cooking
- Janitorial experience
- Kitchen experience
- Culinary experience
- Delivery driver experience
- Customer service
- Commercial Cleaning
- Office Administration
- Host/Hostess

- Laundry
- Leadership
- English
- Office Management
- Custodial experience
- Food Safety
- Supervising experience
- Food Production
- Time Management
- Baking
- Computer Skills
- Microsoft Office
- Food service
- Buffing
- Microsoft Word
- Restaurant Management
- Kitchen Management Experience

## Certifications and Licenses

**Driver's License**

**First Aid Certification**

**CPR Certification**