

# Anna Kenyi

Rochester, MN  
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507-319-1561

Authorized to work in the US for any employer

## Work Experience

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### **Bus Operator**

First Transit - Rochester, MN  
January 2018 to November 2018

- Transport people from one place to another on a city transit bus.
- Operate bus by applying brakes, starting and stopping engine.
- Drive regular routes on a schedule.
- Drive through traffic and obey traffic laws.
- Deal with unruly passengers.
- Stop frequently, often only a few blocks apart when a passenger requests a stop.
- Collect fares.
- Answer questions about schedules, routes, and transfers.
- Report accidents or other traffic disruptions to a central dispatcher, and follow directions when using an alternate route.
- Assist disabled passengers.
- Check the bus tires, lights, and oil and do other basic maintenance.
- Follow state and federal transit regulations.
- Keep passengers informed of delays.

### **Customer Service Clerk/Cashier**

Walmart - Rochester, MN  
September 2008 to March 2018

Cashier duties:

Greeting customers and providing great customer service. Ringing up items on cash register and processing transactions.

Customer Service Clerk duties:

Providing great customer service while answering customer questions and resolving customer issues. Processing return orders or exchange orders of unwanted or defective items, cashing checks, processing Money Gram orders and Money Orders. Also loading of gift cards and money cards.

### **Direct Support Driver**

Handi Van of Rochester - Rochester, MN  
March 2017 to October 2017

Driving clients with disabilities to and from appointment. Helping clients into and out of homes. Picking up clients from hospitals and taking clients into hospital to where they need to be. Providing all necessary care for clients while clients are with us.

## **Direct Support Driver**

R+S Transport - Rochester, MN

January 2015 to December 2015

Driving clients with disabilities to and from appointment. Helping clients into and out of homes. Picking up clients from hospitals and taking clients into hospital to where they need to be. Providing all necessary care for clients while clients are with us.

## **Direct Support Professional**

Rem River Bluffs - Rochester, MN

September 2009 to April 2014

Caring for clients with disabilities in a home setting. Assisting clients with daily living skills such as grooming, eating, and daily activities. Preparing client meals and giving clients medications. Driving clients to and from appointments and activities.

## **Customer Service Representative**

Charter communication - Rochester, MN

January 2007 to September 2009

Answering inbound customer calls. Providing great customer service while troubleshooting video, internet, and phone issues over the phone. Setting up tech appointments when issues are not resolved over the phone and offering new products to customers on all calls.

## Education

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### **Diploma**

John Marshall Senior High School - Rochester, MN

## Commercial Driver's License (CDL)

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### **Class B**

Expires: August 2022

State: MN

Endorsements: P (Passenger vehicles)

## Skills

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Great Customer Service Skills, Experience working with and caring for people with disabilities, Great Communication Skills, CDL Driver

## Certifications

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### **CNA**

### **DOT Medical Card**

### **CPR**

**CDL Class B**