

# Bobbi Raleigh

**Customer Service Guru. Love making People smile on their worst day!**

Saint Paul, MN

bobbiraleigh@gmail.com - 6512169841

- \* Four years of excellent cashiering and money-handling experience
  - \* One year of direct sales experience in a retail department store setting
  - \* Completed professional development training on professionalism, business etiquette, and career research
  - \* Committed to excellence and following company guidelines at all times
  - \* Cheerful and easy to work with; customer-focused attitude
  - \* Very respectful and eager to learn new skills
- Authorized to work in the US for any employer

## WORK EXPERIENCE

### **Security Officer (Full-time)**

Marriott International, Inc. - Saint Paul, MN - February 2014 to December 2015

#### Responsibilities

- \* Programs and maintains data in the building access control computer in order to authorize appropriate employee access level for entry into facilities.
- \* Assesses security needs and controls employee and visitor access to buildings and property and ensures only authorized entry.
- \* Receives visitors and employees in order to provide assistance.
- \* Monitors and operates multiple CCTV monitors and cameras in order to conduct video surveillance and record activities at varied locations from a security office.
- \* Assigns tasks and supervises the work activities of subordinates.
- \* Patrols buildings and grounds; responds to and reports unusual incidents or occurrences in order to minimize or deter the development of hazardous or dangerous situations.
- \* Monitors and controls all alarm systems statewide.
- \* Documents information on unusual incidents; establishes, creates, updates and maintains manual and automated filing systems and controls access to confidential information.
- \* Provides job training to new security personnel and evaluates staff training needs.
- \* Evaluates and documents employees' performance and provides feedback.
- \* Operates and maintains a two-way communications system in order to remain in constant radio contact with other security personnel.
- \* Evaluates special security requirements of high risk areas and provides technical advice.
- \* Patrols buildings and grounds; responds to and reports unusual incidents or occurrences in order to minimize or deter the development of hazardous or dangerous situations.
- \* Maintains proficiency in the use of assigned weapons and equipment.
- \* Interviews security officer applicants along with the Human Resources Lieutenant in order to select the best qualified candidate.
- \* Prepares shift schedules and approves leave and overtime use, in order to ensure continuous coverage.
- \* Screens hand-delivered envelopes and packages in order to inspect for hazards.

### **Front of House Manager**

Buffalo Wild Wings - Saint Paul, MN - June 2013 to July 2015

- \* Hires new FOH staff

- \*Terminates undesirable FOH staff
- \*Makes weekly schedule
- \* Approve/deny requests for days off
- \*Determine which staff will cover busy or slow shifts
- \*Handle disgruntled customers by offering suggestions and solutions
- \*Handle employee issues such as tardiness, cell phones, language, attitude, dress code
- \*Facilitate FOH and BOH issues
- \*Control seating at peak times
- Jump in to assist staff when busy (expedite or run food, pour water, buss tables, seat customers, etc)
- \* Manage employee contests (e Club, wine, etc.)
- \* Assist with inventory (bar)
- \* Manage bar (run specials, contests, etc.)

### **Daycare Assistant Manager**

Bobbie Child Care - Saint Paul, MN - April 2005 to February 2013

Cooking for 10-15 children (ages 1-4) to make sure that they have the proper nutrition

- \* Cleaned up after children were done with the toys to maintain safety
- \* Took the kids to the park so they could exercise and stay healthy
- \* Made sure that the kids took a nap so that when they woke up they would be energized.

### **Cashier**

Impark - Saint Paul, MN - June 2007 to January 2008

Greeted each customer with a smile and positive attitude

- \* Initiated friendly conversation with them during check-out process
- \* Handled cash and credit transactions, always double-checking to make sure customers received accurate change and were satisfied with their shopping experience
- \* Thanked all customers for shopping at Target and encouraged them to bring their business back

### **EDUCATION**

St. Paul - Saint Paul, MN

March 2010 to May 2010

### **Diploma**

VOA Phoenix High school - Minneapolis, MN