

Stephanie Hayden

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WORK EXPERIENCE

Building Services Manager

YTB - Wood River, IL - February 2008 to October 2013

Responsibilities

- Manage and perform most warehouse, shipping and receiving, and janitorial aspects of the company.
- Read shipping manifest to accurately fulfill and create shipping labels for customer orders using UPS, FedEx, and USPS software.
- Operate forklift, pallet jack, and hand truck as needed.
- Use Pitney Bowes postage machine for outgoing mail, including Certified and International letters.
- Receive parcels and mail from UPS, FedEx, USPS, and Conway Freight then deliver to intended recipients.
- Ensure outgoing materials be ready by allotted time, and be received by logistic service of choice.
- Compare services for best value.
- Use Excel spreadsheet to deduct daily inventory. Monthly and quarterly physical inventory counts.
- Communicate with customer service, quality assurance specialists, and upper management to maintain customer satisfaction.
- Maintain cleanliness of warehouse and office cubicles, restrooms, kitchen, floors, and windows.
- Order warehouse, cleaning supplies, and paper products as needed. Receive and put said items in appropriate places.
- Light maintenance.
- Lifting up to 80 lbs at times.
- Key safety.

Accomplishments

- Diligent worker who prefers challenges.
- A willingness to learn new aspects of the job.
- Eagerness to help fellow employees.
- Challenge age and gender stereotypes with strong work ethic.
- Quips from others about how I should be cloned to improve work productivity and that with continued performance could be company president.

Skills Used

- Strong attention to detail.
- Follow orders in a timely fashion.
- Ability to work with little to no direction.
- Self starter.
- Problem solving.
- Determining order of importance to schedule work activities.
- Training and supervision of others.
- Communication to maintain satisfaction.
- Capable of performing at a fast pace.
- Quality listening skills with a need to learn.

General Cleaner

Mandy's Cleaning Service - Wood River, IL - 2006 to 2008

Responsibilities

- Proficiently and accurately clean office areas, restrooms, kitchens, and main entryways for clients. Mostly financial institutions.
- Determine if situations would compromise the safety of institutions, company, or self and report immediately.
- Keep keys safe.
- Record honest written accounts of time worked, then dispatch weekly to management.

Accomplishments

- Made a lasting impression on management. Asked to come back anytime.
- Company contracted to clean for YTB and was hired by YTB in a little over a year to be Building Services Manager.

Skills Used

- Communication.
- Hard work.
- Listening.
- Trustworthiness.

Cashier/Baker

Angel Cream Donuts - East Alton, IL - 2005 to 2006

Responsibilities

- Fulfill customer orders and handle money.
- Clean shop and then close up with company keys.
- Delivering orders to tables and preparing orders from behind the counter.
- Preparing donuts from scratch to meet customer satisfaction.
- Cleaning cooking equipment.
- Trustworthiness.

Accomplishments

- A need to learn new tasks.
- Working hard enough can lead you in the right direction.

Skills Used

- Needing to learn new things which resulted in being able to make donuts from scratch.
- Dealing with and accommodating difficult customers and management.

General Cleaner

Tyler's Professional Cleaning - East Alton, IL - 2002 to 2005

Responsibilities

- Clean houses according to customer specifications.
- Load vehicles with equipment and drive to destination.
- Supervisory position consisted of checklist for specifications and communicating with customers. Also collecting and returning payments to the office.

Accomplishments

- Moving to a driving and supervisory position.
- Respect from fellow employees and management.

Skills Used

- Confirmation of quality work.
- Cash and check handling.
- Responsibility for house keys.
- Safe handling of vehicle, employees, and equipment.

Cashier and Cook

Rally's - Bethalto, IL - 1999 to 2001

Responsibilities

- Handle money and customers.
- Ensure quality of food and employee performance.
- Cook food according to health specifications.
- Keep keys safe.
- Learn how to be a productive worker.

Accomplishments

- Asked to be a shift leader as soon as I turned 18.
- Gained respect from employees and management.

Skills Used

- Cash handling.
- Leadership.
- Learning new job aspects.
- Customer service.

EDUCATION

High school diploma in General

Civic Memorial High School - Bethalto, IL
1997 to 2001