

# JoVonne Wright

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I want a highly rewarding career where i can use my skills and knowledge for organizational and personal growth

Authorized to work in the US for any employer

## Work Experience

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### **Crew Member**

McDonald's - Mankato, MN

Provided customers with a quick and accurate service and show sensitivity to their individual needs, both from behind the till as well as in the dining areas.

- Food Preparation and cooking the wide variety of food they offer. using a broad range of equipment and tools.
- Produced orders to a consistently high standard and understanding that quality control is vital.
- Cleanliness and Hygiene thorough training in order to maintain the high standards.
- Before I start, I learn to use a variety of cleaning utensils and chemical cleaning products along with the correct protective equipment

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### **CASHIER**

Walmart - Roseville, MN

- scanning Coupons
- applying discounts
- processing payments and ringing up sales on computerized cash registers.
- handling cash, including checks, and credit card payments

Money Center

- paying a variety of bills, sending money, and receiving money.
- cashing a variety of checks
- money orders
- helping customers put or take money off cards.
- applying for walmart credit cards.
- having a friendly work place
- Excellent Customer service, acknowledging, and identifying customers needs.

Customer service

- help customers fix issues
- money center duties
- returning, and or exchanging products

- help in retrieving left or forgotten items
- sort shop backs.
- sort claims (damaged/ broken)
- keeping area clean and manageable
- recycling bags and card boards
- fixing any mistakes with customers groceries and items
- keeping a friendly work place, greeting and helping the best that we can.

### **Games Operator**

Midway - Bloomington, MN

Assisted with games inside nickelodeon Universe

Reason for leaving: House had a flood issue. Called in because I was going to be late and they just let me go.

### **Ms. Liberty**

Liberty Tax Service - Minneapolis, MN

Waved a sign wearing a liberty costume while dancing,

- Passed out liberty cards and candy to adults and children.

Reason for leaving: Seasonal

### **Traffic Control**

Traffic Security - Bloomington, MN

Guiding Traffic in Mall of America ramps.

- Ensuring the safe movement of pedestrians, vehicles, and bicycles.
- Allow for the safe movement of traffic.
- Take appropriate traffic laws.
- Also enforce wide variety of parking regulations, which are needed to ensure that available parking is kept under control.
- Assist with regulating each of the different parking areas as well as,
- serving inside the mall area if needed.

Reason for leaving: Moved to Mankato, MN

### **Youth Member**

Minneapolis Youth Congress - Minneapolis, MN

Make sure no decision about us is made without us.

- help out in community.
- include valuable input as youth.

Reason for leaving: Graduated from program

### **Cashier**

Cub foods - Mankato, MN

Team work is a very important quality especially when working with so many customers.

- When being a cashier you have to be very good at computer management
- Be able to know almost every PLU.
- Try not to ring up the wrong produce or dairy and have a angry customer this causes bad business.
- keep your line going at a certain pace and be fluent!

### **Team Member**

Burger King - Mankato, MN

Greet customers and ask how they are

- Provide menu and answer customers' questions regarding menu items
- Provide customers with information on new deals and discounts
- Attempt to upsell deals and provide addon information
- Prepare and pack food according to Burger King's policies and procedures
- Serve food to dinein customers in the event of delays
- Ensure the quality and quantity of food items packed or served
- Ensure that all food and drinks are packed appropriately without spill issues
- Set up trays for dinein customers
- Accept cash in exchange of food and drinks sold
- Hand change to customers
- Process credit card payments
- Ensure that there is enough supplies available
- Order food supplies before they run low
- Manage transfers of supplies from the store to the kitchen
- Manage and update inventory
- Clean and sanitize customer sitting areas, kitchen and counters
- Operate cash registers and tally cash with receipts at the end of each shift
- Ensure that all kitchen equipment is cleaned and maintained at all times
- Ensure rotation of frozen products

Team Member

## **Teller**

Wells Fargo

I help a variety of customers with bill payments, withdrawals and deposits.

- Im constantly learning and helping find different ways to help each customer everyday with there individual tasks.
- Non stop cash handling
- Helping to fix and handle customers problems and needs
- Cash checking
- Bill payments
- Money transfers
- Account information
- Deposits
- Money orders and cashiers checks
- Finding different ways i can assist and help my customers with there needs if we no longer offer the service they're used to receiving.
- Multi tasking to get the job done

## Education

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### **Unknown**

Thomas Alva. Edison High School

### **communication**

Minneapolis Community Technical College

Edison High School Beacons Boxing Program

## Skills

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Customer Service, Bank Teller, Cashier Customer Service, Cash Handling

## Additional Information

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Im looking to start work full time January 3rd of 2019. And each year i leave out of state for two weeks. Every 6 months Between December and January the following month and june and july For Family buisness. so 4 weeks total out of a year. The days are not set and stone but the months should be i will know at least a month or two in advance. If that will work please let me know, i cant wait to be apart of your team thank you