

8/16 1230p

Kiana Ross

Rochester, MN
kianaross2_nsr@indeedemail.com
5073190637

I'm very comfortable working with people and consider my self very outgoing. I am also willing to work alone or with a small group. Once I get a task I will do everything to make sure it is fulfilled to the best it can be. Very trustworthy. I'm a dedicated hard worker. Customer service is something I take pride in.

Authorized to work in the US for any employer

Work Experience

Shift Leader

Dairy Queen - Rochester, MN
September 2018 to Present

Front Desk Receptionist

centerstone plaza hotel - Rochester, MN
February 2018 to August 2018

I am the front desk agent, i schedule reservations, check people in and out, assign rooms, take cash in and make deposits, clean the lobby, direct shuttle drivers

Manager

Dairy Queen - Rochester, MN
April 2017 to February 2018

Manage store and employees. Cashier, cleaning, scheduling, handling difficult customers, putting up and counting down register, inventory and orders

Cashier/Cook

Tj Maxx and Home Goods - Rochester, MN
December 2016 to April 2017

Responsibilities

Worked as a cashier, cleaned the sales floor and dressing rooms, took sales items from back room and stocked the floor.

Accomplishments

Gave me lots of cash register experience and experience with many different types of people. Mainly gave me sales experience as a cashier trying to sell credit cards.

Skills Used

Lifting, cleaning and math skills.

Assistant Manager

Dairy Queen - Rochester, MN
March 2015 to December 2016

Responsibilities

Make and serve ice cream and food, take orders, cashier, clean, open and closed store, key holder, counted cash registers, and handled deposits at the end of the night, trained new employees.

Skills Used

Team work and customer service and organization skills, a fast way to get many things done in a short amount of time.

Customer Service Representative

Charter Commutations - Rochester, MN

August 2015 to January 2016

Responsibilities

Take phone calls from customers all over the United States, tv repair representative.

Skills Used

Customer service skills, computer skills, gave me skills in dealing with angry or annoyed customers.

Busser

Rochester Golf and Country Club - Rochester, MN

May 2012 to December 2013

Responsibilities

Bussed tables, ran food, hosted, bussed events, simple chores.

Accomplishments

This job taught me patience under pressure and how to quickly fix a problem in that moment. Also gave me lots of experience with "tough" customers.

Skills Used

Staying on your feet for long periods of time, working quickly under pressure, holding heavy amounts of food on a tray, efficiently but quickly moving around crowded areas.

Education

Mayo High School - Rochester, MN

2009 to 2015

Skills

Shift Lead, Customer Service, Food Service, Key Holder, Team Member, Crew Member, Shift Supervisor