

LaToya LeGrant

Little Rock, AR 72206

latoyalegrant3_57a@indeedemail.com

+1 501 302 0432

Service-oriented with more than 10 years of customer service, throughout various areas. Core competencies include listening, problem solving, and excellent communication and time management skills. Handles task with accuracy and efficiency.

Authorized to work in the US for any employer

Work Experience

Warehouse Associate

Amazon Warehouse - Little Rock, AR

July 2021 to October 2022

- Decant merchandise from boxes into totes properly using scan gun and computer to prepare for the outbound process to customers .
- Learning Ambassador

Chilcare Teacher

Children First - Little Rock, AR

April 2017 to December 2020

Greet and communicate with parents

- Provided care for children following a schedule.
- Record daily log of feedings, diaper changes and observations of children.
- Clean room daily such as vacuuming, mopping, wiping down cribs and toys
- Interacting with children reading, singing and playing.

Customer Service Advisor

Walgreens - Little Rock, AR

March 2016 to August 2016

Greet customers

- Itemize and total customers merchandise at checkout counter, using cash register and accept cash or charge cards for purchases.
- Issue refunds, rain checks or credits due to customers.
- Stock shelves and set up displays

Professional Cleaner

Cottage Care - Little Rock, AR

September 2014 to February 2015

Clean rooms, lobbies, hallways, restrooms and other work areas so that health standards are met.

- Dust and Polish Furniture and equipment.
- Sweep, scrub, wax or polish floors, using brooms, mops, or powered scrubbing machines.
- Empty waste buckets, empty and clean ashtrays, and transport other trash and waste to disposal areas.

Childcare worker

In God We Trust Too

February 2014 to July 2014

Keep records on individual children, including daily observations and information about activities, meals served, and medications administered.

- Communicate with children's parents or guardians about daily activities, behaviors, and related issues.
- Observe and monitor children's play activities.
- Assist in preparing food and serving meals and refreshments to children.
- Organize and store toys and materials to ensure order in activity areas.

Hotel Manager

Sands Motel - Jacksonville, AR

December 2009 to December 2013

Answer inquiries pertaining to hotel policies and services and resolve occupants complaints.

- Inspect guest rooms, public areas, and grounds for cleanliness and appearance.
- Greet and register guests.
- Collect payments and record data pertaining to funds and expenditures.
- Interview and hire applicants.
- Train staff members.
- Assign duties to workers and schedule shifts.
- Purchase supplies and arrange for outside services, such as deliveries, laundry, maintenance and repair, and trash collection.

Store Clerk

E&H Electronics - Little Rock, AR

May 2006 to August 2009

Itemize and total customers merchandise selection at checkout counter, using cash register, and accept cash or charge cards for purchases.

- Stock shelves, racks, cases, and tables with new merchandise.
- Clean display shelves, cases and aisles.

Customer Service Representative

Cingular Wireless - Little Rock, AR

September 2004 to June 2005

Explain products or services and prices, and answer questions from customers.

- Obtain customer information such as name, address, and payment method, and enter orders into computer.

Waitress/Cashier

Casa Viva - Little Rock, AR

May 2000 to August 2004

Receive payment by cash, check, credit cards or automatic debit.

- Issue receipts, refunds, credits or change due to customers.
- Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.
- Maintain clean and orderly checkout areas and complete other general cleaning duties such as mopping floors and emptying trash cans.

Education

High School Diploma

Parkview Arts and Science Magnet High School - Little Rock, AR

Skills

- Organizational Skills
- Hotel Management
- Childcare
- Laundry
- Customer service

Assessments

Verbal communication — Highly Proficient

December 2020

Speaking clearly, correctly, and concisely

Full results: [Highly Proficient](#)

Call center customer service — Highly Proficient

December 2020

Applying customer service skills in a call center setting

Full results: [Highly Proficient](#)

Work style: Reliability — Highly Proficient

June 2021

Measures a candidate's tendency to be dependable and come to work.

Full results: [Highly Proficient](#)

Building relationships for childcare providers — Expert

June 2021

Building positive and productive relationships with families of children ages 0-3

Full results: [Expert](#)

Customer service — Proficient

March 2021

Identifying and resolving common customer issues

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

Skills

- Customer and Personal service ● Judgment and Decision Making
- Active Listening ● Active Learning
- Speaking ● Clerical