

# Marcus Baker

Saint Paul, MN

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Highly enthusiastic customer service professional with ten years client interface experience. Energetic and reliable Retail Sales Associate skilled in high-end merchandise environments. Personable and responsible Cashier with seven years in retail and customer service. Solid team player with upbeat, positive attitude. Dedicated, motivated to maintain customer satisfaction and contribute to company success.

Hands-on, Hardworking, Highly motivated, High-performing, Innovative, Mature, Meticulous, Motivated, Multi-task-oriented, Organized, Outstanding, Performance driven, Personable, Positive, Pragmatic, Proactive, Productive, Proficient, Reliable, Resourceful, Responsible, Results-oriented, Seasoned, Self-directed, Service-driven, Skilled

## Core Strengths

Strong organizational skills Energetic work attitude

Active listening skills Customer service expert

Seasoned in conflict resolution Telecommunication skills

Creative problem solving Adaptive team player

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## WORK EXPERIENCE

### Dietary Aide

Augustana Health Care - Minneapolis, MN - October 2009 to Present

Collaborated extensively with interdisciplinary care team to meet the nutritional needs of each resident.

Reviewed records and assessed the nutritional condition of at-risk residents, including those with unplanned weight changes.

Coordinated nutrition care with other members of the health care team and delegated responsibilities.

Recommended program improvements and creation of innovative programs and services.

Devised meal plans in line with patients' age, gender, diagnosis, cultural background and religious practices.

### Manager

Mississippi Market Natural Foods Co-op - Saint Paul, MN

lead cashier and manager

Count down money from the cash registers

Make sure the store is running correctly

Close down the store at night or open the store in the morning

Deal with any customer complaints and any returned items..

Clean the store sweep, mop, and wipe down the dining area..

Assign breaks for the staff during my shifts

### Cashier/ Shift Manager

Mc Donalds - Minneapolis, MN - March 2004 to October 2009

Interviewed, hired and trained new quality customer service representatives.  
Improved service quality and increased sales by developing a strong knowledge of

company's products and services.

Provided detailed monthly departmental reports and updates to senior management.

Addressed negative customer feedback immediately.

Provided a high level of product and leadership support to representatives and clients.

Effectively managed departmental expenses to stay within allocated budget.

Cleaned and straightened work area.

Organized register supplies.

Worked with customer service to resolve issues.

Rotated stock to maintain freshness.

### **painter**

premier painting - Blaine, MN - June 2004 to September 2004

(Summer job) Painting, Dry wall, Sparkletinig

### EDUCATION

#### **high school diploma in General**

Excelsior High School - Excelsior, MO

2000 to 2004

### SKILLS

Customer Service (10+ years)