

Raven Nicole Ross

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Objective:

To obtain a position as an inventory clerk where I am responsible for tracking current production levels and recording purchases and products in a warehouse. Where I will review purchase orders to ensure they're accurate before processing them with suppliers and checking stock status by performing physical counts on shelves or in trucks.

EDUCATION:

Westwood College – River Oaks Campus Calumet City, IL

Bachelors of Applied Science in Criminal Justice Graduate 2014

Prairie State College Chicago Heights, IL

General Studies 2007-2009

EXPERIENCE:

Amazon Fulfillment Center:

Amazon Associate March 2020-May 2023

- Receive and put away inventory
- Get customer orders ready and pack them up
- Load boxes into trucks for shipment
- Use scanners to read bar codes on products
- View prompts on screens and follow the direction for some tasks
- Troubleshoot problems
- Ensure product meets quality requirements
- Operate power industrial trucks (PIT) such as a forklift or pallet driver, and work at heights up to 35 feet. Equipment training and certification are provided free of cost.

Victory Centre Sierra Ridge

Culinary Host – August 2019 – March 2020

- Provide exemplary Service and ensure Culinary Standards of Service are met
- Perform general food prep work including preparing produce, desserts, entrees, snacks and basic menu items
- Follow SEA menu guidelines to specifications and serving procedures
- Ensure correct portions of food and beverage are serviced at correct temperatures with proper plate presentation
- Maintain food quality and sanitation standards to prevent cross- contamination
- Consistently practice safe work habits including the use of Personal Protection Equipment (PPE) and reporting unsafe situations
- Accurately process monetary transactions following proper cash handling procedures, as defined by the cash handling policies.
- Process and serve hot and cold food items for guests in a timely and courteous manner while maintaining food quality and sanitation standards
- Perform general housekeeping tasks including wiping down tables and chairs, sweeping, mopping, washing dishes and other duties as assigned in both the guest dining areas, kitchen and back areas
- Consistently demonstrate courteous and professional behavior in all work aspects with team members and guests
- Maintain a professional appearance that meets grooming and food safety standards
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- Requirements and Competencies:

Bocces Bar and Grill Matteson, IL

Host and Waitress July 2015- February 2019

- Schedule dining reservations in advance and as they arrive at the restaurant.
- Direct and instruct the dining room personnel on guests needs to insure fast and quality service.
- Insure all guests' special needs are met.
- Provide excellent customer service skills.
- Greet guest once they are seated.
- Explaining menu items to guest.
- Answering questions about food and beverages.
- Sharing information with guests about food status.
- Refilling guests drink order throughout meal.
- Verifying if guests need additional items.
- Verifying that customers are satisfied with their order.

Apple Bees, Country Club Hills, IL

Host and Server March 2011-June 2013

- Schedule dining reservations in advance and as they arrive at the restaurant.
- Direct and instruct the dining room personnel on guests needs to insure fast and quality service.
- Insure all guests' special needs are met.
- Provide excellent customer service skills.
- Greet guest once they are seated.
- Explaining menu items to guest.
- Answering questions about food and beverages.

AMC Theaters Crestwood, IL

Associate 12/2006 to 7/2007

- Effectively mastered several jobs concurrently, including concession, box office, and floor staff.
- Offered the customers a friendly, accurate, and efficient movie experience.
- Ensured a clean and efficient working environment, maintaining the highest standards.

Oberweis Dairy Orland, IL

Associate 12/2006 to 7/2007

- Ensured that every customer received outstanding service by providing a friendly environment
- Maintained a clean and safe environment for customers and co-workers alike.
- Utilized the cash register to process cash and credit payment for products.

Cherie's Garden

Teacher's Aide/ January 2017-November 2017

- Prepare and serve breakfast for childcare students who arrive early. Responsibilities were to also prepare and serve lunch as well as an afternoon snack for all childcare students.
- Provide support to the lead instructor and to students in an appropriate manner that improves the overall quality of education in the classroom.
- Work primarily in schools, under the direction of school supervisors and/or state certified teachers. Take stress off teachers to allow them more time for lesson planning, teaching.
- Giving students any necessary individual attention.

Little Peoples Daycare Crete, IL

Substitute Teacher/ May 2016-January 2017

Teacher's Assistant

- Prepare and serve breakfast for childcare students who arrive early. Responsibilities were to also prepare and serve lunch as well as an afternoon snack for all childcare students.
 - As a substitute teacher I am called in on no call no shows, or simply filling in for a teacher who has called off their shift.
 - Develop talks with parents about behavioral ups and downs. Establish policies and procedures for inside and outside of the classroom
 - Communicate effectively, both orally and in writing.
 - Assist the teacher in planning and implementing activities with children between the ages of six months and ten years old.
 - Consistent with resources and training provided.
 - Utilizing time management.
 - Follow basic principles of early childhood development.
 - Establish and maintain effective, working relationships with children, parents, staff, and program Specialists.
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- Sharing information with guests about food status.
 - Refilling guests drink order throughout meal.
 - Verifying if guests need additional items.
 - Verifying that customers are satisfied with their order.

Midwest Training and Ice Center Dyer, IN

Gymnastics and Tumbling Coach April 2012–Nov 2014

- Instruct gymnastics and tumbling classes for girls and boys ages 18 months & up.
- Create bonds with child as well as parents to ensure the best service.
- Host Birthday parties and open gyms.
- Organized fun and structured events for guests' pleasure.

CERTIFICATIONS:

- Food handler Certification: TAP Series, LLC - IL316814
- Mandated Reporter Certification
- Shaken baby syndrome Certification
- SIDS Certification
- Illinois State Paraprofessional License
- Heart-saver First Aid CPR AED certified: Training Concepts – IL15209

REFERENCES:

- Claudia Butler:
 - Teachers Assistant at Cherie's Garden
 - Past Co-worker
 - Cellphone: 708-517-5493
 - Email: Claudiamb19@yahoo.com
- Lawanda Brooks
 - One on One Aid – Posen/Robbins School District
 - Cellphone: (708) 515-6535
 - Email: WandaRoshall@gmail.com
- Jonathan Walker
 - Supervisor
 - Verizon Wireless
 - Cellphone: 708-589-5494
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