

JEFFREY REAVES

1811 Hanford, Lincoln Park,
Michigan, 48146 • 313-559-2774
• Keirvan@Gmail.com

OBJECTIVE

A position where my extensive experience can contribute to your customers' satisfaction and your company's success.

SKILLS:

- Self-Confident
- Competitive
- Coaching
- Positivity
- Creativity
- Flexibility
- Motivation

WORK EXPERIENCE:

**McDonalds 22172 West Road,
Woodhaven**

Crew Trainer

Take customers orders quickly and accurately. Described products to customers. Trained new employees by providing knowledge of specific store tasks. Assisted customers with food selection, inquiries, and order customization requests.

**Insight 20500 Eureka Road,
Taylor**

Customer Service Representative

Constantly hit and exceeded sales goals by 20 percent. Ensured superior customer experience by addressing customer concerns, demonstrating empathy, and solving problems on spot. Assisted customers in person or via telephone. Helped drive sales goals and achieve monthly quota figures.

**Cellairis 23000 Eureka Road,
Taylor**

General Manager

Made schedules for multiple employees. Ordered stock on weekly basis, determined by projected sales. Responsible for the hiring and termination process. Made sure managers and sales reps positively worked together to create a better work environment. Calculated payroll cost bi-weekly for employees. Evaluated employees on their personal performance, compared to the company standards.

ACADEMIC CERTIFICATIONS & EDUCATION:

**General Education, General
Studies, 2011**

Lincoln Park High School

REFERENCES:

Shelby Cox

McDonalds

Crew Member

734.772.7094