

Rosinetta Mackall

Fort Collins, CO

rosinettamackall2_h7z@indeedemail.com

+1 202 270 9233

Authorized to work in the US for any employer

Work Experience

Clerk

Post Office USPS - Fort Collins, CO

July 2021 to Present

Provide Customer Service using a POS, mail packages, process debit and credit cards transactions, sell stamps, disturb mail to carries and PO boxes, process and set up passport appts.

Mail Processor/Sales Associate

USPS - Gaithersburg, MD

September 2016 to Present

Process mail for different zip codes and mail carriers within Montgomery County

Home Personal Shopper

SAFEWAY - Washington, DC

November 2013 to August 2016

Provide superior customer service

Collects incoming customer grocery orders

Selects the needed items to fill the customer's grocery list

Must use good discretion when selecting items, such as produce, to ensure customer satisfaction

Service Deli Assistant

COSTCO WHOLESALE - Wheaton, MD

March 2013 to June 2014

Provides prompt and courteous member service by greeting members

Cleans and sanitizes the machines, work surfaces, floors, pans, utensils, and counters

Pulls ingredients and supplies from warehouse

Takes ingredients to preparation area and refills dispensing machines

Assists in other departments of the warehouse as necessary

Front Desk Receptionist/Clerk

DIVISION OF REHABILITATION SERVICES (DORS) - Wheaton, MD

August 2012 to March 2013

Greet consumers, determine nature of visits, and answer question about Agency's services

Answer multi-line telephone and routes calls, takes messages, or provides requested information

Perform other related duties as directed by office supervisor and other staff

Data entry, filing, faxing, coping, making labels, scheduling appointments, and scanning

Microsoft Word, Outlook, Excel, and Power Point

Front of House Team Member

SHAKE SHACK - Washington, DC

March 2012 to June 2012

- Prepared and cooked specialty food selection
- Promptly received and accurately processed customer food orders
- Cleaned and maintained sanitary condition of all food preparation, food service, and dining areas
- Trained newly hired team members
- Processed all cash transactions; reconciled cash drawer at end of shift

Patient Caregiver

Self Employed

April 2011 to March 2012

10/2007-10/2010

- Meeting the social and emotional needs for a disabled child include setting up daily activities
- Showed and bathed patient daily
- Dressed patient appropriately for weather and meetings as needed
- Toileting or incontinence care
- Assisted with daily oral hygiene
- Prepared and fed patient his daily nutritious meals
- Cleaned and assisted with daily chores

Cashier

ZPIZZA - Washington, DC

October 2010 to April 2011

- Answered customers' questions, and inquiries
- Computed and recorded totals of transactions

- Counted money in cash drawers at the beginning of shifts to ensure that amounts were correct and that there was adequate change
- Established and identified prices of goods, and tabulated bills using cash registers
- Greeted customers entering the Store
- Issued receipts, refunds, credits, and change due to customers
- Maintained clean and orderly checkout areas

Cashier

SHOPPERS FOOD WAREHOUSE - Silver Spring, MD

March 2007 to June 2007

- Communicated effectively with store and regional management
- Answered customers' questions, and provided information on procedures
- Computed and recorded totals of transactions
- Established and identified prices of goods, and tabulated bills using calculators, cash registers, and optical price scanners
- Issued trading stamps, and redeemed food stamps and coupons

Education

Patient Access and Registration

Montgomery Community College - Takoma Park/Silver Spring - Silver Spring, MD
2015 to 2015

Certificate in Unit Clerk/Secretary

Montgomery Community College - Germantown, MD
2013 to 2013

Medical Assistant Certification

TESST College - Beltsville, MD
February 2007 to October 2007

Skills

- Microsoft Office (10+ years)
- Customer Service (10+ years)
- Cash Handling (10+ years)
- Inventory
- Data Entry (5 years)
- Cashier (10+ years)
- Filing
- Organizational Skills
- Powerpoint
- retail sales (10+ years)

Additional Information

Areas of Expertise

Customer Service Management
Complaint Handling & Resolution
Customer Satisfaction