

# Selina Pfund

Rollingstone, MN 55969

[selinapfund3\\_xp8@indeedemail.com](mailto:selinapfund3_xp8@indeedemail.com)

5073134858

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## Work Experience

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### **Shift Manager/Key Holder**

DRM Arby's - Winona, MN

October 2017 to Present

Completed certified training. Certified shift manager. Very good with directing employees in the right direction.

### **Florians maintenance crew member**

Florians maintenance - Winona, MN

October 2016 to Present

Strip and clean floors before waxing. industrial cleaning along with residential spaces. floor cleaning and detailing.

### **Arbys crew member**

DRM Arby's - Rollingstone, MN

October 2017 to December 2018

Crew member for arbys. Very fast learner was promoted in a few months to shift manager at arbys

### **sewer**

Enlightened Equipment - Winona, MN

October 2016 to December 2016

sew light backpack equipment

### **Custodian/Maintenance, cook**

Jefferson pub and grill - Winona, MN

January 2016 to September 2016

Responsibilities

Clean exchange building and jefferson pub and grill. Sweep mop. Clean bathrooms. Fix lights. Make small repairs. Cook in kitchen. Prep.follow orders. Instruct .

Skills Used

Orgonization. Patience.

### **Cleaning**

Florian's Maintenance - Winona, MN

October 2015 to January 2016

## Responsibilities

Cleaning, make sure everything is clean. mop floors also. Take apart machines when needed.

## Skills Used

Know how to cleaning appropriately, and responsibly.

## **Retail Store Manager**

Salvation Army - Winona, MN

June 2013 to July 2015

Managed retail store and supervised employees.

- Assigning employees to specific tasks.
- Formulated pricing policies on merchandise according to requirements for profitability of store operations.
- Coordinated sales promotion activities.
- Trained and managed employees in different departments and achieved significant improvements in their productivity.
- Prepared and directed workers preparing merchandise displays and advertising copy.
- Trained all employees on proper procedures.
- Supervised employees engaged in sales work, taking of inventories, reconciling cash with sales receipts, keeping operating records and preparing daily record of transactions.
- Supervised and managed the Salvation Army for a non profit organization.
- Ordered merchandise and prepared requisitions to replenish merchandise on hand.
- Supervised 14 employees and resolved conflicts.
- Ensured compliance of employees with established security, sales and record keeping procedures and practices.
- Answered customer complaints and inquiries.
- Successfully handled upset customers.
- Locked and secured store.
- Interviewed, hired and trained employees.

## **Part time Clerk**

Salvation Army - Winona, MN

December 2011 to June 2013

Obtained and received merchandise, totaled bills, accepted payments and made change for customers in retail store.

- Stocked shelves, counters, and tables with merchandise.
- Set up advertising displays and arranged merchandise on counters and tables to promote sales.
- Stamped, marked, and tagged price on merchandise.
- Obtained merchandise requested by customers.
- Received merchandise selected by customers.
- Answered customers' questions concerning location, price and use of merchandise.
- Totaled price and tax on merchandise purchased by customers, using cash register, and calculator.
- Accepted payments and made change.
- Wrapped and bagged merchandise for customers.
- Cleaned shelves, counters, and tables.
- Removed and recorded amount of cash in register at end of shift.
- Calculated sales discount to determine price.

## **host, dishwasher, cook**

Jefferson's Pub and Grill - Winona, MN

May 2010 to June 2013

Observed and tested foods to determine if they had been cooked sufficiently, using methods such as tasting, smelling, and piercing them with utensils.

- Baked breads, rolls, cakes, and pastries.
- Prepared relishes and hors d'oeuvres.
- Inspected food preparation and serving areas to ensure observance of safe, sanitary food-handling practices.
- Seasoned and cooked food according to recipes and personal judgment and experience.
- Weighed, measured, and mixed ingredients according to recipes and personal judgment, using various kitchen utensils and equipment.
- Portioned, arranged, and garnished food, and served food to waiters and patrons.
- Carved and trimmed meats such as beef, veal, ham, pork, and lamb for hot and cold service, and for sandwiches.
- Washed, peeled, cut, and seeded fruits and vegetables to prepare them for consumption.
- Turned and stirred foods to ensure even cooking.
- Baked, roasted, broiled, and steamed meats, fish, vegetables, and other foods.
- Substituted for and assisted other cooks during emergencies and rush periods.
- Received and stored supplies.
- Washed dishes, glassware, flatware, pots, and pans using dishwashers and by hand.
- Cleaned garbage cans with water and steam.
- Maintained kitchen work areas, equipment, and utensils in clean and orderly condition.
- Placed clean dishes, utensils, and cooking equipment in storage areas.
- Prepared and packaged individual place settings.
- Sorted and removed trash, placing it in designated pickup areas.
- Swept and scrubbed floors.
- Loaded and unloaded trucks that delivered and picked up food and supplies.
- Stocked supplies such as food and utensils in serving stations, cupboards, refrigerators, and salad bars.
- Transferred supplies and equipment between storage and work areas, by hand and using hand trucks.
- Cleaned and prepared various foods for cooking and serving.
- Scheduled dining reservations and arranged parties and special services for diners.
- Greeted guests, escorted them to tables and provided menus.
- Responded to complaints of patrons.
- Inspected dining room serving stations for neatness and cleanliness.
- Prepared beverages and expedited food orders.
- Totaled receipts, at end of shift, to verify sales and clear cash register.

## Education

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### **GED in generals completed**

Central school - Winona, MN

June 2014 to June 2015

## Skills

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Management (4 years), English, Retail Management, Keyholder, Key Holder, Management, Sales

## Awards

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### **Certified shift manager**

May 2018

## Certifications/Licenses

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### **safe harm training**

2011 to 2015

Safe harm training. Know to well with children and people with special needs

### **GED**

May 2015 to Present

Obtained ged in may of 2015

### **Shift manager training**

May 2018 to May 2019

Completed my shift Management training. Certified shift manager at Arby's in Winona mn.

### **Certified shift manager**

May 2018 to May 2019

Certified 100% as a shift manager.

## Additional Information

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I am a very fast learner. I enjoy working with people in a fast paced environment. Follow orders well. Very well attendance. Punctual. Enjoy trying new things.