

# Tanisha McCambry

## Housekeeping Inspector

Chicago, IL  
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Dedicated customer service representative with motivation to maintain customer satisfaction and contribute to company success.

Core Strengths: Customer service Management/Inspector  
Shipping and receiving Multi-line phone usage  
Inventory control MS Windows proficient  
Invoice processing Markdown/promotional procedures  
Authorized to work in the US for any employer

### WORK EXPERIENCE

#### **Warehouse Associate**

Nexus Employment Solutions - Romeoville, IL - December 2015 to Present

Contact: Shawn 708/983-1400

#### Responsibilities

- Pull, pack and ship orders in an accurate manner
- Organize stocks and maintain inventories
- Deliver orders to customers real time
- Inspect goods for defects and damages
- Track inventory in appropriate system
- Organize space in the warehouse and perform cleaning duties
- Notify supervisors of problems that are not resolvable
- Resolve all other issues at the warehouse level
- Check spools on work orders
- Restock materials as and when required
- Process and package goods in a time efficient manner

#### **Assistant Department Manager**

Nordstrom Rack - Chicago, IL - October 2013 to September 2015

Contact: Rae Ann Healy 312/ 276-6201

#### Responsibilities:

- Drove and exceeded sales goals by executing Nordstrom initiatives and displayed culture.
- Lead and pushed towards selling through coaching and recognition.
- Reviewed and utilized reports; implemented action plans by focusing on deficient areas.
- Identified best sellers and key items; communicated merchandise needs through appropriate channels to optimize sales and productivity!
- Partnered with merchandising team, planned and executed floor moves, merchandise placement and sales set-ups.
- Motivated associates on job expectations, job performances, key metrics, building new customer relations through the Nordstrom Rewards program!

## **Sales Associate**

Nordstrom Rack - Chicago, IL - October 2013 to August 2014

Contact: Nicole Buckley 312/254-3660

### Responsibilities:

Proactively acknowledged, greeted and assisted customers in the store.  
Provided customers with assistance and accurate product information in a timely service  
Served multiple customers, discovered their needs, and made recommendations to generate sales.  
Offered the Nordstrom Rewards program to build new customer relations and increase store sales to promote returned business!  
Enhanced product knowledge utilizing resources from smart portal.  
Merchandised, stocked and replenished the selling floor constantly  
Maintained working knowledge of store's policies and procedures  
Organized and cleaned store during downtime  
Handled cash, checks, and credit card transactions using a cash register or mobile transaction device.  
Addressed loss prevention issues immediately.  
Built and maintained internal and external customer satisfaction.  
Met and exceeded sales goals and metrics.  
Upheld brand and operational standards.  
Processed shipments and ensured all merchandise was represented on the sales floor.  
Assisted supervisors to identify and resolve issues in the store.

## **Housekeeping Inspector**

South-East Cleaning - East Chicago, IN - November 2011 to May 2012

Contact: Mat Baron 219/ 378-3000

### Responsibilities:

Performed daily opening and closing of Housekeeping.  
Checked rooms inventory, assigned rooms to housekeeping staff.  
Inspected rooms and public areas thorough throughout the hotel.  
Completed and verified status reports, communicated status of all assigned rooms to Front Desk.  
Assisted Housekeeping Manager in completing payroll edits, created weekly schedules for Housekeeping staff according to forecasted hotel occupancy.  
Ensured highest productivity and efficiency in Housekeeping operations.  
Managed Lost & Found program and Key Control Program.  
Ensured stock rooms and carts were maintained with sufficient supplies.  
Assisted Housekeeping Manager with guest supply ordering, inventory, and monthly linen inventory.  
Provided excellent customer service (internal and external), and maintained good knowledge of hotel services, operations, local area & attractions, etc.  
Solved guest problems to exceed customer expectations, and effectively managed guest and team member issues, incidents and concerns (including injuries, accidents, emergency response, proper handling of situations involving bodily fluids, etc.).  
Coached, counseled, motivated and maintained high employee morale, positive relations with the Housekeeping staff.  
Promoted team member empowerment and loyalty.  
Provided training to new employees, and monthly safety training, effectively preventing injuries.  
Communicated effectively with Maintenance staff to ensure timely repairs and maintenance throughout the hotel.  
Communicated effectively with all hotel departments for all guest and operational needs.

Ensured highest standards of cleanliness and quality, maintained high scores in guest surveys and regular company inspections.

### **Customer Service Representative**

Kuehne-Nagel Inc - Alsip, IL - June 2008 to November 2009

Contact: Mary Pineda 708/ 396-3200

#### Responsibilities:

Processes orders for material or merchandise received by mail, fax, e-mail, EDI or telephone from customers or company employees.

Compiled, sorted and verified accuracy of data to be entered.

Examined records such as bills, computer printouts, bills of lading, and related documents and corresponded with customers on unit prices, shipping dates, anticipated delays and any additional information needed by the customer using mail, e-mails and or telephone.

Entered orders into automated system, and computed total cost for customers. Recorded and filed copies of orders received as requested.

Communicated with warehouse, and shipping carrier personnels to expedite or trace missing or delayed shipments.

Compiled statistics and prepared various reports for management.

Investigated overdue and damaged shipments or shortages in shipments for customers and/or common carriers.

Analyzed complaints concerning billing or service rendered, referred complaints of service failures to designated departments for investigation, updated customers on a timely basis.

Provided back up support for all accounts other than primary.

### **DSD Receiver**

Wal-Mart Stores - Country Club Hills, IL - June 2007 to December 2007

Contact: Skyler 708/647-1689

Ensured proper receiving of DSD product by following store policies and procedures.

Maintained policies, procedures and grocery standard practices.

Maximized sales through excellent customer service.

Minimized shrinkage through proper utilization of standard practices.

Compared identifying information of counts, weights, or measures items of incoming product to verify information against vendors invoices.

Assisted vendors with food selection, inquiries and order customization requests.

Scheduled daily inventory pickups and deliveries with vendors.

Assisted vendors with store and product complaints.

Restocked inventory every month and reviewed cash operation data to verify replenishment.

Maintained cleanliness and presentation of stock room and production floor.

### **Merchandise Supervisor**

Wal-Mart - Marion, IA - December 2005 to June 2007

Contact: Steve Neirberger 319/447-2395

Scheduled weekly inventory pickups and deliveries with vendors.

Logged daily shipped and received orders.

Designed new displays for merchandise, resulting in improved customer view/accessibility and leading to increased sales.

Trained new employees by providing knowledge of specific store tasks and policies.  
Answered customer questions regarding store merchandise, department information and pricing.  
Ensured superior customer experience by addressing customer concerns, demonstrated empathy, and resolved problems on the spot.

## EDUCATION

### **Associates**

Hamilton College - Cedar Rapids, IA  
October 2005 to June 2007

### **Diploma**

La'James College  
January 2002 to June 2004