

# terry young

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## WORK EXPERIENCE

### **Dietary Aide**

Inver glen senior home - Invergrove - May 2015 to Present

#### Responsibilities

patient trays

Serve foods in the rooms and cafeteria

Deliver food trays to patients' units and dining area

Provide services in dining room and dish room

Clean cafeteria tables, and service counter area after meals

Wash pots and pans area

### **Customer Service Representative Verizon**

Apac - Mendota Heights, MN - November 2014 to February 2015

#### Responsibilities

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Adjusts content of sales presentations by studying the type of sales outlet or trade factor.

Focuses sales efforts by studying existing and potential volume of dealers.

Submits orders by referring to price lists and product literature.

Keeps management informed by submitting activity and results reports, such as daily call reports, weekly work plans, and monthly and annual territory analyses.

Monitors competition by gathering current marketplace information on pricing, products, new products, delivery schedules, merchandising techniques, etc.

Recommends changes in products, service, and policy by evaluating results and competitive developments.

Resolves customer complaints by investigating problems; developing solutions; preparing reports; making recommendations to management.

Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.

### **line server**

old country buffet - Woodbury, MN - September 2014 to November 2014

#### Responsibilities

Store food in designated containers and storage areas to prevent spoilage.

Inform supervisors when equipment is not working properly and when food and supplies are getting low, and order needed items.

Clean and sanitize work areas, equipment, utensils, dishes, or silverware.

Carry food supplies, equipment, and utensils to and from storage and work areas.

Wash, peel, and cut various foods, such as fruits and vegetables, to prepare for cooking or serving. Assist cooks and kitchen staff with various tasks as needed, and provide cooks with needed items. Portion and wrap the food, or place it directly on plates for service to patrons.

#### Accomplishments

always getting the job done.

#### Skills Used

Great customer services

### **sales**

stream global services - Eagan, MN - June 2013 to October 2013

#### Responsibilities

Adjusts content of sales presentations by studying the type of sales outlet or trade factor.

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Submits orders by referring to price lists and product literature.

Keeps management informed by submitting activity and results reports, such as daily call reports, weekly work plans, and monthly and annual territory analyses.

Monitors competition by gathering current marketplace information on pricing, products, new products, delivery schedules, merchandising techniques, etc.

Recommends changes in products, service, and policy by evaluating results and competitive developments.

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### EDUCATION

#### **medical**

century college - White Bear Lake, MN  
2011 to 2017

#### **diploma**

gordon parks high school - Saint Paul, MN  
2006 to 2009

### SKILLS

type 40 wpm