

Jamera Ross

2842 Wynhaven Oaks Way Lawrenceville, Ga

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Summary of Qualifications: Highly motivated professional. Able to maintain my responsibilities in a fast-paced environment with minimum supervision. Strong verbal, written and listening skills. Comfortable interacting with all levels of the organization and public. Able to negotiate and problem solve quickly, accurately, and efficiently. The ability to adapt and multitask. Committed to quality and excellence.

Work History

Kroger Co.

Suwanee, Ga

Starbucks Barista

09/2020 to 04/2021

- Research and resolve customer related issues
- Knowledge of product ratio
- Assist co-workers with tasks that require teamwork
- Verifying authenticity of money
- Expected to maintain the workplace which included cleanliness and fixing things that broke

Five Guys

Duluth, GA

Shift Lead

04/2021 to 09/2022

- Product knowledge, cross trained on every position
- Possessing exceptional decision- making and problem solving skills.
- Ability to work efficiently as well as maintain positive tone and environment with customers
- Responsible for providing direction and guidance regarding workflow, policies, procedures and quality customer service to ensure customers enjoy their five guys experience.

Stoney River

Duluth, Ga

Hostess.

09/05/2022 to present

- Responsibility of making sure customers are spoken with immediately upon entering the establishment.
- Allowing customers to have a fine dining experience.
- Practicing professionalism as well as cleanliness and efficiency.
- Expected to work long hours on my feet with minimal breaks.

Education

Duluth High School

- Freshman and sophomore year I participated in deca and the girls basketball team.

Collins Hill High School

- Graduated 2022

Gwinnett Technical College (12 credits)