

# JADA WILLIS

## CAREER OBJECTIVE

Dependable worker with knowledge of customer service, data entry, and records management. Highly organized and self-motivated, with excellent communication and interpersonal skills. Demonstrated ability to prioritize tasks and meet deadlines.

## EXPERIENCE

### Onsite Project Coordinator

February 2023 - Present | Cater2Me, Chicago, IL

- Coordinated with multiple teams to ensure projects were delivered on schedule and within expectations.
- Utilized strong organizational skills to prioritize tasks, manage resources, and track progress of projects.
- Identified gaps between current state and desired future state; developed strategies for closing those gaps.
- Participated in interviewing and onboarding new staff to create most accurate best team to support clients.
- Collaborated closely with team members across multiple disciplines during every phase of a given project.

### Private Nanny

January 2023 - Present | Care.com, Chicago, IL

- Entertained and engaged with children using games, crafts, and other activities.
- Remained alert at all times to ensure the safety of each child under my supervision.
- Displayed patience and understanding when dealing with difficult situations involving children.
- Built strong relationships with families through open communication and trustworthiness.
- Acted as a role model for children by providing emotional support and guidance.

### Bartender

September 2021 - Present | Giordano's, Chicago, IL

- Demonstrated excellent customer service skills while working in a fast-paced environment.
- Engaged in suggestive selling techniques when taking orders from guests.

## CONTACT



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## SKILLS

- Customer Service
- Project Strategy
- Project Deadlines
- Customer Retention
- Staff Training

- Ensured compliance with safety standards for proper food handling, sanitation, and cleanliness.
- Processed accurate cash and credit card transactions.
- Displayed and retained extensive knowledge of liquor, wine, and beer.
- Prepared beverages and cocktails according to mixing and presentation standards and recipes.

### **Server**

August 2020 - May 2021 | Evil Czech Brewery , Mishawaka, IN

- Provided excellent customer service by anticipating needs and responding promptly to requests.
- Assisted with training of new staff members.
- Cleaned and sanitized hands and surfaces to optimize food safety and comply with health department regulations.
- Provided guidance on food pairings for beers or wines available at the bar.

### **Optician**

January 2018 - May 2020 | Center for Eye-Care Excellence , Mishawaka, IN

- Educated customers on lens types, frames, tints and coatings available in order to help them make informed decisions.
- Assisted customers in selecting fashionable frames that complemented their facial features.
- Verified insurance by contacting insurance companies for authorizations and co-pay information.
- Provided excellent and empathetic customer service to patients, ensuring their satisfaction with the services provided.
- Ordered contact lenses from suppliers based on patient's prescription requirements.

### **Guest Service Attendant**

November 2015 - April 2018 | Target, South Bend, IN

- Trained and mentored team members to achieve front-end operational goals.
- Resolved customer inquiries and complaints in a timely and professional manner.
- Assisted in overseeing accurate and efficient operation of cash registers.
- Greeted customers entering store, responding promptly to needs.
- Planned, organized, and controlled operations of front-end area.
- Accurately counted and balanced large sums of money in a timely manner.

### **Crew Trainer**

February 2014 - November 2015 | Panera Bread, South Bend, IN

- Educated employees on proper use of organization's products and systems.
- Served as partner and team member to achieve compliance objectives.
- Managed inventory levels by restocking shelves as needed.
- Proficient in operating cash registers, scales, and other bakery equipment.

## CERTIFICATIONS

- Basset
- Food Handlers Certificate