

PEACE THURMOND

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OBJECTIVE | To be a valued asset and to obtain a position in the company where I can maximize my customer service, communication skills, and be able to become a helpful hand to the customers and my peers.

SKILLS & ABILITIES |

- Strong communication skills
- Adaptability and ability to work under pressure
- An experienced team leader with the ability to initiate/manage cross-functional teams and multi-disciplinary projects.
- Reliable
- Organizational skills and customer service orientation

- Bartender (ABC Certified)
- Organizer , Creator (Creative)

- Marketing

EXPERIENCE | **Data Entry – Bank of America**

August 2016 – February 2017

- Organizing files and collecting data to be entered into the computer.
- Keeping sensitive customer or company information confidential.
- Accurately entering information into various computer programs.
- Analyzing the data for errors.

CASHIER/BA – STARBUCKS

February 2017 – March 2018

- Exceed the standards of customer service experience by maintaining a friendly and customer focused approach.
- In-depth knowledge of operating a cash register and maintaining a cash drawer.
- Enhance the number of returning coffee customers by 20% through effective coffee making and customer service skills.
- Note orders and serve coffee, food and beverages to guests in a timely fashion

General Manager – Tropical Smoothie Café

March 2018 – October 2021

- Supervised other staff during shifts.
- Ensured staff completed all shift tasks.
- Customer Service and Care.
- Observe size of food portions and preparation quantities to minimize waste.
- Performed money counts with cashiers of drawers and addressed discrepancies
- Manage the overall operational, budgetary, deposits, and financial responsibilities and activities of the department.
- Scheduled breaks and lunch hours for cashiers, adjusted schedules as needed.

Customer Service Representative – Navy Federal Credit Union

November 2021 – May 2022

- Assist members with service needs related to their accounts.
- Connect members with applications and products to meet their financial needs (consumer/mortgage/equity loans, overdraft protection and credit card applications)
- Educate current and prospective members about Navy Federal's products and services
- Identify opportunities to cross service products and increase product usage
- Perform account transactions and adjustments.
- Interact tactfully and effectively in difficult situations
- Understand and comply with federal and other regulations relating to financial products and services

EDUCATION | **ATLANTA METROPOLITAN COLLEGE** ATLANTA, GA
IN PROGRESS

Business / Entrepreneurship 2013
Ultrasound Technician 2013