


# ALAUNTE WATERS

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 Atlanta, GA 30311

## PROFESSIONAL SUMMARY

Dedicated Customer Service professional with knowledge of service delivery and proven multitasking abilities. Committed to maintaining professional relationships to increase profitability and drive business results.

## SKILLS

- Teamwork
- Store Merchandising
- Cash Handling
- Guest Services
- Problem-Solving
- Multitasking
- Hospitality service
- Point-of-sale transactions

## EDUCATION

**Penn Foster Career School**  
Remote • Expected in 12/2022

**GED**

## WORK HISTORY

### **Metro-Lanes And Games - Crew Team Member**

*Atlanta, GA • 01/2022 - Current*

- Provided excellent customer service by greeting customers and meeting quality expectations.
- Leveraged POS system to sell tickets, passes, food, and retail items.
- Assisted customers in entering and exiting rides, providing balance support and general directions.
- Assisted other team members to achieve goals.
- Wiped down and cleaned chairs, booths, and game stations to comply with sanitation requirements.

### **Mrs.winners - Team Member**

*Atlanta, GA • 02/2019 - 01/2022*

- Performed food preparation responsibilities to meet franchise standards for quantities, speed, and packaging.
- Wiped counters and sanitized equipment to maintain clean food prep and dining areas.
- Moved and stocked food products weighing up to 50 pounds.
- Cooked batches of food according to standard recipes.
- Properly labeled and stored food and fresh ingredients in cooler or freezer to optimize freshness.

### **The Grandview Condos Buckhead - Concierge**

*Atlanta, GA • 04/2021 - 07/2021*

- Maintained front desk's concierge book to provide visitors with access to relevant local information.
- Received questions and service requests for direct handling or routed guests to the appropriate department for assistance.
- Greeted visitors, and maintained the log of individuals signing in and out of the property.

- Process incoming and outgoing mail and larger shipped packages.

### **Kentucky Fried Chicken - Team Member**

*Atlanta, GA • 02/2019 - 02/2020*

- Greeted customers at the drive-thru and took food orders.
- Oversaw fryer, stove, and oven and cleaned equipment after every shift.
- Worked with POS system to place orders, manage bills and handle complimentary items.
- Replenished food items, paper products, and canned goods to keep the pantry well-stocked during busy periods.
- Upsold high-profit items such as specials and drinks to enhance sales numbers.

### **Wayfield - Grocery Team Member**

*Atlanta, GA • 02/2017 - 01/2018*

- Kept cases and shelves clean and well-stocked by front-facing, checking codes, rotating and removing out-of-date products to achieve fresh and appealing display.
- Maintained safe, clean and well-organized working and shopping environment by sweeping and mopping floors and complying with health and sanitation procedures adhering to safe work practices.
- Stayed current on available products, store promotions and customer service policies to better serve shoppers.
- Checked for outdated and overripe grocery items and removed from inventory.