

# Nyla C. Jones

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## Skills

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- Microsoft Word
- Ability to multitask
- Customer Service
- Excellent verbal and writing skills
- Proficient in Sales/Upselling
- Administrative Specialist
- Business Development
- Communication
- Consistent top sales

## Experience

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Server/Host/Cashier

Milk and Honey , Atlanta , Georgia

August 2023 - Current

- Followed safety, sanitization and food handling guidelines
- Kept food service and preparation areas clean and neat
- Demonstrated hospitality and customer service while greeting tables with a smile
- Delivered food and beverages promptly to customers while upselling products
- Handle large cash, debit/credit card transactions

Server/Host

Hippin Hops Brewery, Atlanta , Georgia

July 2022 - August 2023

- Responsible for having extensive knowledge of craft beers to sell to consumers
- Sat customers in designated areas of the server that was next in rotation
- Welcomed customers in the establishment with a smile and upbeat energy
- Responsible for delivering food and beverages quickly to customers
- Informed customers of ingredients and allergens to support sensible menu choices
- In charge of taking To Go orders via phone or in person
- Handled cash, debit/credit card transactions

Beauty Specialist & Brand Ambassador

Xquisite Marketing For Weekend Fetish , Atlanta , Georgia

November 2022 - January 2023

- Demonstrated and explained cosmetic use to customers
- Demonstrated products and advised customers on ideal application techniques
- Kept beauty counter clean and professional with regular restocking and wipe-downs
- Attracted potential customers by marketing products and services
- Participated in cosmetic brand activations as needed
- Kept count of all inventory

DESK RECEPTIONIST  
HOUSING & RESIDENCE LIFE, Norfolk , Virginia

September 2020 - May 2022

- Greeted students and clients who enter the building with a smile and positive energy
- Typed up desk logs and data entry for any packages that came during the shift and kept accurate records of student files
- Routed messages, placed outbound calls to coordinate appointments and received calls to direct personnel to various departments
- Provided quality customer service to students and parents while maintaining professionalism
- Assisted with ODU housing project events, ie; Media & Commercial projects

## Education

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**B.S: Communications|Public Relations** - Old Dominion University, Norfolk, VA

May 2022

GPA: 3.5, Dean's List: All four years of college

Classes relating to career goal

**SELLING & INFLUENCING**

**TPCS:IN CAREER MGMT-FROM COL**

**PERSUASION**

**PUBLIC SPEAKING**

**REFERENCES AVAILABLE UPON REQUEST**