

TAWANDA MOORE

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SUMMARY

Competent, compassionate, and empathetic Customer Service Consultant with years of experience in the Food Service Industry. An accomplished delegator for responsibilities spanning training, customer care, attentiveness, and prioritization. Works well under pressure with a persistent, determined, and goal-oriented outlook. Focused on embracing new career opportunities whereby my background and education are conducive to achieving goals and excelling with respect to the customer experience.

PROFESSIONAL SKILLS

- Attentiveness
- Executive Support
- Customer Care
- Resolving Conflict

WORK EXPERIENCE

Clerk Lead Oct 2021 – July 2023

Pick N Save

Milwaukee, WI

- Worked with management to develop strategies to increase sales.
- Monitored cashiers' performance and provided constructive feedback.
- Resolved customer complaints in a timely and professional manner.
- Administered performance reviews for all cashiers.
- Investigated and resolved any discrepancies in cash register transactions
- Developed and maintained positive relationships with customers and staff.

Cashier Hostess

Woodmans

Mar 2020 – May 2021

Menomonee, WI

- Performed cashier duties including taking orders, ringing up purchases, and accurately handling cash.
- Trained new employees in proper cash handling, customer service, and food safety.
- Performed opening and closing duties.
- Resolved customer complaints and addressed any customer service issues.
- Welcomed guests to the restaurant and provided customer service.

Cashier

McDonalds

Jan 2018 – Mar 2020

Menomonee, Wisconsin

- Operated a variety of machines, such as cash registers, credit card readers, and scanners.
- Successfully managed the daily operations of a fast-food restaurant, including greeting customers, taking orders, and handling cash.
- Maintained the highest standards of customer service, resulting in a significant increase in customer satisfaction.
- Demonstrated excellent communication skills when interacting with customers.
- Followed all safety and sanitation guidelines

EDUCATION

High School Diploma: GENERAL

John Marshall High School, Milwaukee, WI

Jun 2021