**[Customer Service General Manager](https://www.postjobfree.com/resume/ad1uoh/customer-service-general-new-york-ny)**

**Location:**New York, NY

**Posted:**December 10, 2023

**Contact Info:**

[sjones634@gmail.com](mailto:sjones634%40gmail.com?subject=Customer%20Service%20General%20Manager)

[+1-315-572-9031](tel:+1-315-572-9031)

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**Resume:**

Jewell Jones

Brooklyn, NY 11236

sjones634@gmail.com

+1 315 572 9031

Work Experience

General Manager

Popeye's Restaurants - Staten Island, NY

June 2020 to September 2023

Popeye's-

• Responsibilities Managing day to day operations Controls profit loss by following cash control/ security procedures, maintaining inventory, managing labor, reviewing financial reports, and taking appropriate actions Plans and ensures the professional growth & development of the management team and crew members

Manager

Popeye's Restaurants - Staten Island, NY

June 2021 to June 2023

• Manage labor and food cost

• Complies with food safety regulations

• Manage and maintains safe working conditions

Security Guard

Allied Universal - New York, NY

May 2019 to October 2021

• Dispatcher to guards on duty for location, attendance, and safety

• Transfer calls between stations

• Monitor and authorize entrance and departure of patients.

• Maintain coved health guidelines within Waiting room

• Write reports of daily activities and irregularities Delivery Driver

Allied Universal - New York, NY

February 2020 to September 2020

• Delivered pizza and other dinner items to guest

• Made boxes, stocked fridge, minor cleaning

• Handled both cash n debit / credit transactions

Server/Bartender/salesP

Yankee Stadium - Bronx, NY

February 2011 to April 2020

Provided excellent customer service while taking customer's food and drink orders, transmitted orders to cooks, processed payments using cash register.

• Accurately balanced cash register daily.

• Kept workspace clean.

• Managed all cash collections

Barista

Yankee Stadium - New York, NY

October 2017 to August 2019

• handled both cash and credit/ debit card transactions

• provide customer service while making customers hand crafted drinks and pastries Sale Representative

Yankee Stadium - Avon, NY

August 2018 to July 2019

Housekeeper

Yankee Stadium - New York, NY

February 2014 to December 2016

• vacuumed, dusted rooms which where vacant & occupied rooms. • Provided guest with clean linen and toiletry etc

• Washed and folded guest laundry

Care Assistant

Wyckoff Heights Medical Center - Brooklyn, NY

June 2010 to August 2014

Fed babies in the maternity department and transported them to and from the nursery.

• Helped protect babies by monitoring the infant security system.

• Provided comforting supplies to new mothers including ice, pillows, socks, delivered meals.

• Assisted young moms with clothing and personal hygiene Education

High school diploma

Dewitt Clinton High School - Bronx, NY

2008 to 2013

William H. Maxwell Vocational High School - Brooklyn, NY 2009 to 2011

Skills

• Merchandising

• Security

• Laundry

• Fast Food

• Conversational Spanish language speaker.

• Human resources

• Food Service

• Coffee Experience

• Inventory

• Payroll

• Cooking

• Cash Handling

• Sales

• Customer Service

• Bartending

• Profit & loss

• Customer support

• Reading, research and creative writing.

• Food Prep

• Employment & labor law

• Team Member

• Restaurant Experience

• Cashiering

• Financial analysis

• Barista Experience

• Analysis skills

• Writing Skills

• Retail

• Guest services

• Microsoft Office

• CREATIVE WRITING (Less than 1 year)