

Brittniey Smith

Green Bay, WI 54304

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I have 3 year of Customer Service experience, I have a very open a out-going personality. I have over 2 years of Hospitality experience. I also have an liquor operation license.

Work Experience

CNA/Caregiver

Arcadia Home Health & Staffing - Appleton, WI

March 2020 to Present

I travel to different Nursing homes n Assistant living facilities. I'm a travel cna

PCA Personal Care Aide/ Med Tech

Caraton Commons - De Pere, WI

October 2019 to January 2020

Showring Residence, Preparation of meals/ feeding, Dressing them daily, enjoying daily activities with Residents, Changing Briefs/Depends

Housekeeping

Courtyard Marriott International - Milwaukee, WI

March 2017 to August 2017

Making beds, dusting, vacuuming, mopping, using chemicals

Cook or reheat food items such as french fries

Charley's Grilled Subs - Milwaukee, WI

April 2016 to July 2016

to Milwaukee, Wisconsin

7/2016 Food services

- Clean and organize eating, service, and kitchen areas.
- Collect and return dirty dishes to the kitchen for washing.
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- Accept payment from customers, and make change as necessary.
- Cook or reheat food items such as french fries.
- Communicate with customers regarding orders, comments, and complaints.
- Distribute food to servers.
- Monitor and order supplies or food items and restock as necessary to maintain inventory.
- Notify kitchen personnel of shortages or special orders.
- Pack food, dishes, utensils, tablecloths, and accessories for transportation from catering or food preparation establishments to locations designated by customers.
- Perform personnel activities such as supervising and training employees.
- Plan, prepare, and deliver meals to individuals with special dietary needs.

- Prepare and serve cold drinks, or frozen milk drinks or desserts, using drink-dispensing, milkshake, or frozen custard machines.
- Prepare daily food items, and cook simple foods and beverages, such as sandwiches, salads, soups, pizza, or coffee, using proper safety precautions and sanitary measures.
- Provide caterers with assistance in food preparation or service.
- Relay food orders to cooks.
- Request and record customer orders, and compute bills using cash registers, multi counting machines, or pencil and paper.
- Select food items from serving or storage areas and place them in dishes, on serving trays, or in take-out bags.
- Serve customers in eating places that specialize in fast service and inexpensive carry-out food.
- Serve food and beverages to guests at banquets or other social functions.
- Wash dishes, glassware, and silverware after meals.

Apac Customer Service

Green Bay, WI

October 2014 to January 2015

Customer service Rep.

- Assisting customers
- Placing orders
- Updating accounts
- Tracking packages,
- Check to ensure that appropriate changes were made to resolve customers' problems.
- Compare disputed merchandise with original requisitions and information from invoices and prepare invoices for returned goods.
- Complete contract forms, prepare change of address records, or issue service discontinuance orders, using computers.
- Confer with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Recommend improvements in products, packaging, shipping, service, or billing methods and procedures to prevent future problems.
- Refer unresolved customer grievances to designated departments for further investigation.
- Resolve customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills.
- Solicit sales of new or additional services or products.

Housekeeping

Hyatt on Main - Green Bay, WI

August 2014 to November 2014

Making beds, vacuuming, dusting, • Worked as housekeeper in hotel

- Provided friendly service to guests, residents, and employers
- In charge of cleaning bedrooms, restrooms, stairwells, hallways, and kitchen

- Disinfected (area or item|rooms|bathrooms|counters|equipment)
- Served meals
- Took out trash
- Cleaned windows
- Helped train new hires

Housekeeping

Comfort Suites - Green Bay, WI
March 2014 to June 2014

Making beds, mopping, vacuuming, • Worked as housekeeper in hotel

- In charge of cleaning bedrooms, hallways, restrooms, and kitchen
- Disinfected (area or item|rooms|bathrooms|counters|equipment)
- Provided friendly service to guests, residents, and employers
- Took out trash
- Cleaned windows
- Helped train new hires

Housekeeping

Clarion Hotel - Green Bay, WI
October 2012 to April 2013

Making beds, vacuuming, dusting, mopping,

Housekeeping

Raddisson Hotel
August 2017

Assign duties to other staff and give instructions regarding work methods and routines.

- Carry linens, towels, toilet items, and cleaning supplies, using wheeled carts.
- Clean rooms, hallways, lobbies, lounges, restrooms, corridors, elevators, stairways, locker rooms, and other work areas so that health standards are met.
- Clean rugs, carpets, upholstered furniture, and draperies, using vacuum cleaners and shampooers.
- Dust and polish furniture and equipment.
- Empty wastebaskets, empty and clean ashtrays, and transport other trash and waste to disposal areas.
- Hang draperies and dust window blinds.
- Keep storage areas and carts well-stocked, clean, and tidy.
- Polish silver accessories and metalwork, such as fixtures and fittings.
- Replenish supplies, such as drinking glasses, linens, writing supplies, and bathroom items.
- Request repair services and wait for repair workers to arrive.
- Sweep, scrub, wax, or polish floors, using brooms, mops, or powered scrubbing and waxing machines.
- Wash windows, walls, ceilings, and woodwork, waxing and polishing as necessary.

Education

High school or equivalent

Skills

- Customer Service (Less than 1 year)
- RECEPTIONIST (Less than 1 year)
- RETAIL SALES (Less than 1 year)
- Housekeeping
- Cleaning
- Hospitality
- Excel
- Communications
- Cash Register
- Vital Signs
- Filing
- Data Entry
- Customer Service Skills
- Billing
- Home Care
- Meal Preparation
- Medication Administration
- Patient Care
- Caregiving

Certifications and Licenses

Med Tech/ Medication Administration

December 2019 to Present

I have a Med Tech/ Medication Administration Certificate Enrollment ID is 00173722. It was Issued at UWGB, Dec 11th of 2019

Assessments

Reliability — Highly Proficient

May 2019

Measures a candidate's tendency to be dependable and come to work.

Full results: [Highly Proficient](#)

Reliability — Highly Proficient

August 2019

Tendency to be dependable and come to work.

Full results: [Highly Proficient](#)

Nursing Aide Skills — Highly Proficient

January 2020

Providing nursing aid to patients using knowledge of relevant equipment and procedures.
Full results: [Highly Proficient](#)

Nursing Skills: Patient Focus & Orientation — Proficient

January 2020

Addressing concerns and using sensitivity when responding to needs and feelings of patients.
Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

SKILLS

I have excellent customer service and houspitality, working with customers and guest and keeping every prospect of my abilities to keep them satisfied.