

Lisa Thomas

Experienced customer service guru with bachelors degree looking to grow with company

Menasha, WI 54952

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Authorized to work in the US for any employer

Work Experience

Caregiver

Century Oaks Assisted and Independent Living - Appleton, WI

September 2020 to Present

Assisting residents with ADL's. Taking vitals, wound care, passing meds, checking blood sugars and administering insulin. ROM. Transfers including use of gait belts as well as lifts. Am on nurse aid registry of Wisconsin, however state license has lapsed.

Assistant Store Manager

Skechers

March 2020 to September 2020

Assists in recruiting, hiring, training, and coaching to develop top performing employees. Assists management with applicant screening process. Applies knowledge of Retail KPIs to make commercial decisions that drive achievement of established sales target. Provides continuous feedback and coaching to improve individual and store performance. Assist the Store Manager in the daily operation of the store and assume responsibility for the store in the absence of the Store Manager.

Bartender/Supervisor

Houdini's Gastro Pub - Appleton, WI

August 2017 to June 2020

Social Media Coordinator. Bartender, Server, Supervisor, Trainer

Server/Bartender

Buffalo Wild Wings - Appleton, WI

December 2013 to July 2017

Delivered exceptional service by greeting and serving customers in a timely, friendly manner. Promptly served all food courses and alcoholic beverages to guests. Managed closing duties, including restocking items and reconciliation of the cash drawer. Skillfully anticipated and addressed guests' service needs. Consistently adhered to quality expectations and standards. Demonstrated awareness of liability issues and the law by confirming legal drinking age and discontinuing service to intoxicated guests.

Server

Olive Garden - Appleton, WI

July 2009 to December 2013

Consistently adhered to quality expectations and standards. Delivered exceptional, friendly and fast service. Correctly calculated charges, issued bills and collected payments. Demonstrated awareness of liability issues and the law by confirming legal drinking age and discontinuing service to intoxicated guests.

Sales and Customer Service Representative

AT&T - Appleton, WI

March 2007 to July 2009

Recommended and helped customers select telecommunication services based on their needs. Confirmed that appropriate changes were made to resolve customers' problems. Exercises sound judgment in issuing credits and making exceptions to customer policies to maintain high levels of customer satisfaction. Informed customers about sales and promotions in a friendly and engaging manner.

Education

Bachelor of Science in Criminal Justice

University of Wisconsin - Platteville, WI

2014

Certificate in Leadership and Human Performance

University of Wisconsin Platteville - Platteville, WI

2014

Associate's degree in Marketing

Northeast Wisconsin Technical College - Green Bay, WI

2003

Associate of Arts in General

University of Wisconsin - Green Bay, WI

1998

Skills

- Hostess
- Barback
- Waitress
- Restaurant Server
- Busser
- Store Management Experience
- Telecommunication
- Bartending
- POS
- Cash Handling
- Assistant Manager Experience

- Leadership
- Management
- Merchandising
- Recruiting
- Sales Management
- Microsoft Word
- Customer Service
- Inventory Control
- Interviewing
- Retail Management

Certifications and Licenses

CNA

Assessments

Home Health Aide Skills — Expert

October 2020

Providing care to patients in a home setting

Full results: [Expert](#)

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