

Misha Carter

St. Louis, MO 63136

mishacarter5_7rh@indeedemail.com

+1 314 532 3117

Authorized to work in the US for any employer

Work Experience

Assistant Manager

Wingstop - Saint Louis County, MO

May 2021 to Present

- Train new employess
- Schedule making
- Cook
- Inventory
- Prep

Shift Manager

Popeye's Restaurants - Saint Peters, MO

August 2020 to May 2021

- Shift open/close
- Train new employees
- Cook
- Cashier
- Truck order
- Expedite orders

Shift Leader/Manager

Steak N Shake - St. Louis, MO

April 2020 to August 2020

- Cook
- Train new employees
- Prep
- Cashier
- Inventory check

General Manager

Dunkin' Donuts

April 2019 to April 2020

Supervise everyone

Train everyone

Payroll,Bank deposits,Makes schedule

Hire/Fire employees

Inventory and truck order

NA/CNA

Delmar Gardens - Creve Coeur, MO
January 2019 to April 2019

- *Assist residents with daily living
- *Assist with feeding residents
- *Assist residents with bathing and dressing
- *Assist residents with ROM when needed

Community Living Instructor

Easter Seals Midwest - Saint Louis County, MO
March 2016 to January 2019

- *Transport clients into the community including appointments
- *Administer medication
- *Assist clients to become independent
- *Assist with cleaning, cooking, and other needs

Call Center Supervisor

Call Connect Now - Saint Peters, MO
February 2017 to April 2018

- *Outgoing calls
- *Transfer Calls
- *Floor Check

Assistant Manager

The Rice House
January 2014 to September 2016

- *Opening and closing store
- *Making drops
- *Handling all customer complaints and concerns
- *Maintain a clean establishment
- *Ordering supplies
- *Help FOH and BOH

Assistant Manager

Insomnia Cookies - St. Louis, MO
December 2014 to July 2015

Responsibilities

- *Banks runs
- *Bake cookies
- *Maintain a clean store
- *Make deposits and accepts incoming orders
- *Keep track of emails
- *Make sure workers are doing whats needed

Cashier/Customer Service

Mack's Chicken - St. Louis, MO
July 2013 to February 2014

Responsibilities

Im responsible for taking the customers order in a timely manner, handling all cash and card transactions, and getting the orders back to the cook in time to get the orders out in a timely and professional manner to keep all the customers happy. Along with doing the same thing when it comes to taking call in orders.

Accomplishments

Being a better peoples person.

Skills Used

Great people skills

Great communication skills

Store Clerk/Cashier

Save alot - St. Louis, MO

October 2011 to March 2013

Handling cash transactions,debit/credit card transactions, and checks. On certain days I stocked shelves and would fill produce and bakery.

Server and Drive-Thru Attendent

Steak-N-Shake - St. Louis, MO

January 2009 to February 2010

I would greet customers in a friendly manner, seat them, and please their needs with good customer service skills. During free time I would handle cash,debit/credit, and check transactions. I would relieve everyone on breaks on the production line such as the cook,shake maker,food preparer, and drive-thru attendant.

Education

High school or equivalent

Construction Career Center - St. Louis, MO

2007 to 2011

Skills

- Management (4 years)
- Shift Management
- Medication Administration
- Expediting
- Assistant manager experience
- Kitchen management

Certifications and Licenses

Serv-Safe

April 2016 to Present

Level 1 Med Aide

2016

CPR/First Aid

2016

CNA

Assessments

Front Desk Agent (Hotel) — Highly Proficient

May 2020

Selecting hotel rooms based on verbal requests and identifying errors in hotel data

Full results: [Highly Proficient](#)

Sales Skills — Highly Proficient

June 2019

Using influence and negotiation techniques to engage with and persuade customers.

Full results: [Highly Proficient](#)

Cognitive Ability — Proficient

May 2019

Measures a candidate's ability to combine pieces of information to form general rules or conclusions.

Full results: [Proficient](#)

Call Center Customer Service — Familiar

May 2020

Applying customer service skills in a call center setting.

Full results: [Familiar](#)

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

Additional Information

References:

°Lori McKinney, Case Manager, Mers Goodwill, WIA Youth Program, lmckinney@mersgoodwill.org, (314)330-5590

°Alyshia Kramer, Market manager for Halloween City, (734) 679-1249

°Barbara Schnelti, Assistant Manager at Halloween City, (636) 448-6412