

# Shayla Ratliff

Lexington Park, MD 20653

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I am a very outgoing person. I love to meet new people, I can quickly adapt to my environment. I'm able to work great in groups or individually. I have acquired great customer service skills over the years and just good communication skills in general. I'm good at speaking to a large audience. I follow directions thoroughly and finish work one time. I'm able to multitask. I have great time management skills. Overall, I like take care of my business and am always open to learning anything new. I also have experience with Microsoft Office.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## Work Experience

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### **Lash Artist**

Self Employed - Maryland

October 2020 to Present

I'm the CEO of my own small business. I love to enhance the beauty of others with lash extensions! I work with many clients, I recommend styles and colors that fit the client. I design specific eyelash services based on the needs of the client all while upholding the standards of sanitation and sterilization as directed by state law. I provide frequent education to all clients on the process of lash extensions and proper after care, while also generating new clientele in various ways.

### **House Flipper**

Self Employed/ Side Jobs - Maryland

October 2021 to December 2021

While renovating the home I had to make sure I planned accordingly and coordinated properly, while also focusing on organization and managing my time well. Finishing this job efficiently required strong project management and leadership skills.

### **Cashier/Cook**

Taco Bell - California, MD

October 2018 to August 2019

Greeted customers, handled payments via POS system fulfilling hundreds of orders per shift.

Operating drive-thru services including taking orders, handling cash and card payments, while delivering food in a prompt and friendly manner.

Maintained clean dining areas, restrooms, and work stations by routinely sweeping, mopping, replenishing, supplies, and disposal of garbage.

Work with a team to maintain smooth operations and high standards of customer service during high-volume rushes.

Swiftly and professionally address and customer complaints, escalating to management when requested.

Awarded employee of the month for demonstrating outstanding communication and leadership skills.

## **Carhop/Cashier**

Sonic Drive-In - Lexington Park, MD

October 2017 to March 2018

Greeted customers, handled payments via POS system fulfilling hundreds of orders per shift.

Operating drive-thru services including taking orders, handling cash and card payments, while delivering food in a prompt and friendly manner.

Maintained clean dining areas, restrooms, and work stations by routinely sweeping, mopping, replenishing, supplies, and disposal of garbage.

Work with a team to maintain smooth operations and high standards of customer service during high-volume rushes.

Swiftly and professionally address and customer complaints, escalating to management when requested.

## **Crew Member**

Firehouse Subs - California, MD

March 2017 to October 2017

Greeted customers, handled payments via POS system fulfilling hundreds of orders per shift.

Operating drive-thru services including taking orders, handling cash and card payments, while delivering food in a prompt and friendly manner.

Maintained clean dining areas, restrooms, and work stations by routinely sweeping, mopping, replenishing, supplies, and disposal of garbage.

Work with a team to maintain smooth operations and high standards of customer service during high-volume rushes.

Swiftly and professionally address and customer complaints, escalating to management when requested.

## Education

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### **Currently Enrolled in Business Administration**

Morgan State University - Baltimore, MD

August 2019 to Present

### **High school diploma in General**

Great Mills High School - Lexington Park, MD

August 2015 to May 2019

## Skills

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- Hostess
- Busser
- Guest Service
- Serving Experience
- Cashiering
- Cash Handling

- Childcare
- Kitchen Experience
- Food Preparation
- Teaching
- Early Childhood Education
- Restaurant Experience
- Classroom Management
- Customer service (6 years)
- Toddler Care
- Tutoring
- Experience with Children
- Babysitting
- Retail Sales
- Organizational Skills
- Cleaning Experience

## Certifications and Licenses

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### **Child Development Associate**

June 2019 to Present

I am certified to teach at some schools in the state of Maryland.