

Cheyenne Graves

About me

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My name is Cheyenne Graves, I am a single mom of a 15month old little girl! Since beginning my journey in the workforce in 2015 I have gained an array of skills and knowledge along with an abundance of expertise in many fields. I am a very happy, go getter, loving type of person! I am quick on my feet, quick/eager to learn and I am ready to learn more skills to better my future and for my daughter!

Thank you for taking the time to read this and I hope you understand and take a chance on me! I promise it's worth it

Authorized to work in the US for any employer

Work Experience

Medical Receptionist

Pediatric Associates - Lewis Center, OH

May 2022 to Present

I did a range of things, I greeted people checked them in made sure it was the correct people coming in with them. Made strong connections with the patients that came in the door to better their experience. I dealt with a lot of medical documents made sure they went to the right person and when they were completed I called the parents and told them it was ready for pick up. I answered the phones and helped out everyone that called to my best ability. Took payments when needed and handled all the billing. I also helped out the nurses when I could to help lighten their workload. I am a very go getter person and eager to learn!

- Phone skills
- Communication
- Medical Terminology
- Filing
- Organization
- Card Payments/Cash handling
- Time management

Front Desk Receptionist

Momi Land Indoor Playground - Lewis Center, OH

October 2021 to January 2022

I searched and searched for months for a job. For awhile my daughter was sick so that is why there's a gap. When I was hired I worked about four shifts and then my daughter got Covid-19 which led me to being exposed (this is in November) I was out of work for two weeks. My job required me to check in people who had reservations and the ones who did not. I answered phone calls, handled all problems/questions, booked birthday parties etc. I did call aheads to the parents to ask questions about their upcoming party. I also helped them when the time came with the moms/dads with anything they need when it came to setting things up. I handle the transactions as well and the inventory. I was very hands on

and looking for new ways to help/make the work day easier and more efficient. I am always brainstorming ideas and ways. I had to leave this job for my daughters well being with her being very sick at the time and in and out of the ER/hospital.

The skills I learned/picked up along the way:

- Computer skills
- Time management
- Patience
- Organization
- Cash handling
- Problem solving

Hostess/Expo/Server

TOAST OF CHARLESTON - Charleston, SC

April 2021 to July 2021

The most perfect job I could have ever asked for/wanted while being pregnant. When I answered the phone I answered all the questions they had, told them about our specials, also did carry out orders. I also helped out with the bar when they needed up making drinks, doing the dishes, cutting fruit etc. Some days I would be scheduled to serve and take on 4/5 tables at once. Other days I would be scheduled to float, run the servers food, help out the serves with whatever they need, helped the bar with whatever they needed, helped the kitchen when they needed help, helped the front area with the waitlist etc. I work very well under pressure and do one thing at a time and do it correctly. I loved this job very much, I worked up until I was due (literally) I had to quit the week before because I had to be on bedrest and had my daughter July 27th.

There are some of the things I did/learned throughout my time here:

- Answered all telephone calls
- Coordinated seating and organized reservations
- Greeted customers
- Took customer to-go orders
- Time management
- Upheld a high standard of customer service
- Cleaned and prepared tables
- Expedited all food that went out
- Maintained a clean/neat work area

Court Monitor/Cashier/Party supervisor/Manager/General Manager

Summit Adventure Park, Altitude Trampoline Park - Charleston, SC

November 2019 to February 2021

I moved up very quickly and fast within this company! I started out as a court monitor/party hostess when they first opened up. One of the owners took a notice on me and saw that I was a hard worker and eager to learn. Within a couple months I moved up to a Party supervisor which led me to move across country to WA. I was there for a couple months then Covid-19 happened and we had to shut down. I went months without working because I was not allowed to go back due to Covid-19 being so bad. The owners had a conversation with me about coming back with new protocol, cleaning instructions and so on. When I came back they offered me a GM position, I immediately took it and went with it and taking my knowledge I have learned throughout my years of working. I was never trained properly but I went with it and I was doing great then Covid-19 got bad again and I had to go back home to SC which is when I found out I was pregnant and had to move back home permanently. They offered me a Manager position in Cayce, SC I took it, but it was 1.5 hours from where I lived in Charleston. I traveled back and fourth

daily. I would either open or close. When I closed I wouldn't get home until 11pm/12am. I did that for a couple months and had to end up leaving because it was too risky for me at the time. I left on good terms with everyone and I left with a lot more knowledge of every position I learned throughout the years. I am very grateful for them and everything they did/helped me with.

The skills/things I learned are:

- Time Management
- Answering phone calls
- Inventory
- Cash Handling
- Scheduling
- Training new hires
- Paperwork
- Maintenance
- Ordering product for the week/month
- Organization
- Mapping out parties for the week/rotating them according to the schedule
- Looked over emails/replied to all the emails
- Managed workflow
- Very good with computers
- Work very well with others

There is probably so much more I left out, but this is the main things I did on a daily basis.

Bowling Alley Attendant/Mechanic/Host

THE ALLEY INDOOR ENTERTAINMENT - Charleston, SC

May 2018 to November 2019

I got this job before I moved down to SC so I would have a stable job. I was hired as a hostess, I answered the phone told them about our different deals about the week, where we were located, where parking was, carry out etc. I quickly moved up to the bowling desk when a position opened up because of my previous experience. I answered the phone about bowling questions, reservations, wait times etc. I also fixed the lanes if there was any problems (pile ups, pin jams, ball stuck in the return, and so many more). I ended up finding another job that I could go further with experience and learn more knowledge. I left on very good terms and worked both jobs for a little bit until they found someone to take my place permanently.

- Answered all telephone calls
- Coordinated seating and organized reservations
- Greeted customers
- Took customer to-go orders
- Time management
- Upheld a high standard of customer service
- Cleaned and prepared tables
- Monitored training of new employees

Bowling Alley Attendant/Arcade Attendant/Server

Rule 3 - Pickerington, OH

December 2015 to May 2018

These are examples of the many things I did at my job throughout the years. I was reliable and willing to learn/do more to expand my horizons/knowledge. With the bowling alley side I handled cashing people

out (as the same with arcade). I did a lot of talking to guests, handling any questions they had etc. I also did a lot of cleaning, stocking, and handling the cash at the beginning/end of the day. I had to learn both sides of the computers, I got the hang of it pretty quick.

- Handled a high volume of customers regularly
- Greeted customers
- Answered phones
- Inventory
- Took and memorized orders
- Prepped orders
- Served food
- Checked on guests frequently
- Cleared tables
- Processed transactions
- Cleaned and sanitized restaurant

Hostess

Bob Evans Restaurants - Pickerington, OH
January 2015 to June 2015

- Answered phones: answered anyone's questions they had about the restaurant, where we were located, how busy we were, carry out etc.
- Greeted and seated guests
- Resolved customer issues
- Helped bus tables
- Took customers' orders
- Processed transactions

Education

High school or equivalent

Skills

- Host/Hostess (7 years)
- Front Desk (4 years)
- Shift Management (2 years)
- Serving Experience (5 years)
- Inventory Control (3 years)
- Customer Service (7 years)
- Management (Less than 1 year)
- Payroll (Less than 1 year)
- Restaurant Experience (7 years)
- Problem-solving
- Team Work

- Flexibility
- Reliability
- Microsoft Word (5 years)
- Cash Handling (7 years)
- Medical Receptionist
- Medical Scheduling
- Medical Billing

Assessments

Customer service — Highly Proficient

April 2022

Identifying and resolving common customer issues

Full results: [Highly Proficient](#)

Patient-focused care — Proficient

April 2022

Addressing concerns and using sensitivity when responding to needs and feelings of patients

Full results: [Proficient](#)

Attention to detail — Highly Proficient

April 2022

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Highly Proficient](#)

Call center customer service — Proficient

April 2022

Demonstrating customer service skills in a call center setting

Full results: [Proficient](#)

Supervisory skills: Motivating & assessing employees — Highly Proficient

February 2021

Motivating others to achieve objectives and identifying improvements or corrective actions

Full results: [Highly Proficient](#)

Basic computer skills — Proficient

April 2022

Performing basic computer operations and troubleshooting common problems

Full results: [Proficient](#)

Medical receptionist skills — Expert

April 2022

Managing physician schedules and maintaining accurate patient records

Full results: [Expert](#)

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April 2022

Managing physician schedules and maintaining accurate patient records

Full results: [Expert](#)

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