

# Shenille Fleming

Sacramento, CA | (707) 470-6699 | Email: shenille.flemingwe95@gmail.com

## PROFESSIONAL PROFILE

Able to demonstrate strong interpersonal skills and proven to represent the company in a professional and courteous manner. Known for having keen listening skills and creating a positive customer service experience. I communicate effectively, consistently and efficiently. I can bring my skills and experiences to your apartment community.

## SKILLS & QUALIFICATIONS

- Customer service and connection
- Multi-line phone experience
- Conflict resolution
- Active listening skills
- Situational awareness
- Team management
- Reception skills
- Problem solving
- Computer/office skills

## EMPLOYMENT EXPERIENCE

### *Panera Bread, Cashier*

**Sacramento, CA 2/23-7/23**

- Welcomed and greeted customers, answered questions above & beyond my role, supported customers in resolving complaints.
- Maintained current understanding of the menu offerings and ensured inventory was available.
- Took food and drink orders accurately, prepared pastries and bagels within specified time frame.
- Adhered to health and safety standards.
- Assisted customers with patience and integrity to help meet their needs.

### *Starbucks, Barista*

**Sacramento, CA 9/19-8/22**

- Served customers quickly and efficiently while demonstrating a thorough understanding of all menu items.
- Prepared/served coffee and tea drinks to meet quality standards.
- Responded to orders, questions, concerns, and complaints in a polite and efficient manner.
- Accurately handled cash and credit card payments, followed appropriate cash-handling procedures.
- Observed relevant health and safety standards.

### *Raley Field (Ovation), Stand Lead*

**West Sacramento, CA 5/13-9/15**

- Regularly maintained and managed a team of 15-20 members.
- Coordinated food service operations, ensuring cleanliness and efficiency in serving and food preparations.
- Addressed customer complaints/concerns, and established sales- team achievement goals.
- Accurately handled cash and credit card payments with clear understanding of cash handling procedures.

## INTERNSHIP/VOLUNTEER EXPERIENCE

### *Elk Grove Dental Group Internship*

**Elk Grove, CA 10/13- 11/13**

- Dental cleanings, x-rays, post care procedures to patients, sterilizing equipment and office work.

### *Ameri-Corps, Student Volunteer*

**Sacramento, CA 05/08-07/08**

- Participated in feeding those experiencing homelessness, building a garden, and cleaning up bike trails.

## EDUCATION

Women's Empowerment	Job Readiness Certificate	Sacramento, CA - 06/2024
Job Readiness Program/INTEL®	Microsoft Certificate	Sacramento, CA - 06/2024
Carrington College CA	Certification of Completion	Sacramento, CA
Sacramento Charter High School	Diploma	Sacramento, CA
Ready to Rent	Certification of Completion	Sacramento, CA - 06/2024
IREM Sacramento Valley Foundation	RENEW Program	Sacramento, CA - 08/2024
	<i>Property Management Training Program</i>	