

AKILAH SPEAR

330 Groth Cir • Sacramento, CA 95834 • 916-604-0086 • aspear234@gmail.com
<https://www.linkedin.com/akilah-spear-35327870>

OBJECTIVE

To utilize my extensive customer service skills in the field of property management.

QUALIFICATIONS

*Excellent Customer Relations Conflict Resolution Skills Accurate Record Keeping Business Management
Mindset Tactful & Resourceful Proficient in MS Office*

EXPERIENCE

Care Provider, Sacramento County In-Home Support Services Sacramento, CA 2013 – present

- Provide dedicated personal care, including ambulation and personal hygiene assistance.
- Prepare and maintain accurate records of client progress and services performed.
- Determines eligibility by comparing client insurance ,benefits to requirements in a professional,resourceful, and empathetic manner.

Ambassador Guest Services, Sacramento Downtown Arena LLC Sacramento, CA 2016 – present

- Greet guests with a warm and welcoming smile.
- Effective communication to guests regarding what to divest them of before entering the magnetometers.
- Multitasks and remains calm under pressure,de-escalate priority issues, follows up on complex issues and reports to management.

Lunch Aide, Building Empowered Skills Today Sacramento, CA 2013

- Prepared salad and lunches for 8-15 students in a cheerful manner.
- Sanitized and wiped down all tables and chairs

Customer Service/Receptionist, Women's Empowerment Sacramento, CA 2012 – 2013

- Provided excellent customer service to visitors/customers directed them to appropriate staff as needed.
- Efficiently answered phones and greeted guests including volunteer speakers, students and graduates in a courteous and respectful manner.

Precinct Officer, Sacramento County Sacramento, CA 2012

- Prepared, opened, maintained and closed the polling venue on Election Day.
- Issued and received official ballots from the voters; confirmed names on the roster.

Medical Office Assistant, VA Clinic Sacramento, CA 2009 - 2010

- Greeted patients and assisted with scheduling of appointments.
- Accurately documented customer records in databases along with payments received and treatments.

EDUCATION

Real Estate Networking Education & Work (RENEW) Program
Property management training presented by IREM Sacramento

2020

Training provided by Sacramento Golden 1 Center

2018-2025

Sensory Initiative Training 101

Active Shooter Training

Sensitivity Training

ADA Compliance Training

Workplace Safety Training

Digital Training

Coursework completed towards degree in Occupational Therapy, American River College

2008