

# Angelic Whorrall

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## OBJECTIVE

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Seeking customer service position

## SUMMARY OF QUALIFICATIONS

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Outstanding customer service and communication skills with over five years of experience. Exceptional organizational skills, ability to multi-task in a fast paced environment and adapt to change.

## PROFESSIONAL EXPERIENCE

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**Angel Cove Motel** - Lake City, Florida April 2014 to June 2015  
Manager

- Overall management responsibility for operations of the motel.
- Supervised housekeeping and maintenance staff.
- Dealt directly with short-term customers and long-term tenants.
- Provided excellent customer service and resolved customer complaints.

**Wendy's** – Lake City, Florida January 2012 to May 2013  
Cashier

- Worked with a team as a line cook to deliver high quality product to customers.
- Disinfected work area and restaurant daily to maintain cleanliness standards.
- Provided excellent direct and indirect customer service by ensuring customer satisfaction.
- Responsible for processing food and beverages and merchandising to maximize selling of products and items.
- Received and checked in merchandise, and stocked new products.

**Pilgrim's Pride** – Live Oak, Florida January 2011 to December 2012  
Production Worker

**Aramark** – Lake City, Florida February 2009 to December 2010  
Kitchen Supervisor at Baker Correctional Institution

- Collected and analyze production samples to evaluate quality.
- Analyzed quality control test results and provided feedback and interpretation to production management and staff.
- Monitored performance of quality control systems to ensure effectiveness and efficiency.
- Communicated quality control information to all relevant organizational departments, outside vendors, and contractors.

## EDUCATION & SKILLS

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**Metropolitan Ministries**- Tampa, Florida 2015  
High School Diploma Equivalency in Progress – anticipated December 2015

**Skills:** Communication, Time management, Operations, Production, Organizational Planning, Microsoft Office Skills, Business Etiquette, and Phone skills.