

# Erica Glover

2106 North Florida Avenue, Tampa, FL 33602 • (813) 577-9332 • [Ericaglover8@gmail.com](mailto:Ericaglover8@gmail.com)

## Summary of Qualifications

Seeking an opportunity to contribute to company's goals and continue my professional development.

• Effective problem-solver	• Dedicated	• Leadership Skills
• Self-motivated	• Team Player	• Customer Service excellence
• Detail-oriented	• Punctual	• Organized

### Professional Experience

McDonalds-Tampa, FL

2012-2015

#### Crew Member

- Greeted customers entering establishments.
- Received payment by cash, check, credit cards, vouchers and automatic debits.
- Issued receipts, refunds, credits and change due to customers.
- Assisted customers by providing information and resolving their complaints.
- Established and identify prices of goods, services and admission, and tabulate bills using calculators, cash registers and optical price scanners.

Companion-Tampa, FL

2008-2010

#### Caregiver

- Recorded vital signs, such as temperature, blood pressure, pulse, or respiration rate.
- Gathered information from caregivers, nurses and physicians about patient condition, treatment plans, or appropriate activities.
- Provided physical support to assist patients to perform daily living activities
- Maintained records of patient care, condition, progress, problems to report and discuss observations with case manager.
- Administered prescribed oral medications, under the written direction of physician, directed by home care nurse, and ensure patients take their medicine.
- Provided patients with help moving in and out of beds, baths, wheelchairs and automobiles, dressing and grooming.

### Volunteer Experience

Metropolitan Ministries Promise land - Childcare Attendant, Tampa, FL

2015-Present

### Education

North Tampa Alternative

- **High School Diploma**