



Project for Pride in Living
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Resume “Job Duties” Samples for Selected Job Experience

Retail Examples

Shift Supervisor, Caribou Coffee Inc.

St. Paul, MN

Sept. 2007- Aug. 2008

- Responsible for all operating activities including supervision of a three person staff; served approximately 80 customers and provided an outstanding coffee shop experience
- Greeted customers warmly, acknowledging regular clientele, and encouraging price-saving promotions and new products
- Resolved customer concerns while maintaining a calm attitude even during high-volume times and challenging circumstances
- Responsible for counting cash drawers and ensuring accuracy of money count and contents of safe each night

Target

Milwaukee, WI

Sales Floor (Softlines/Electronics)

08/07-03/08

- Provided courteous and professional customer service. Directed customers and provided product information. Stocked and restocked the store.
- Skilled in merchandise display—used company-issued schematics to set product presentations according to standards.

Super America LLC, Shift Leader (promotion)

Minneapolis, MN

Nov 2006 – June 2007

Promoted from Customer Service Representative. Greeted customers; stocked merchandise, accurately managed register and performed cash handling; supervised the work of 1-2 others during a given shift. Supported training of new employees. Provided outstanding customer service.

Cashier (3/10-6/10)

Home Depot

St. Louis Park, MN

- Greeted customers and provided a warm welcome as they entered the store
- Efficiently and accurately processed customer check-out including cash, check and credit card transactions – maintained and balanced an accurate cash drawer
- Up sell and suggestive sell products and accessories to customers
- Maintained the appearance and cleanliness of the store

CNA, Home Health Aide, Personal Care Attendant Examples

Personal Care Assistant
SIMAC Professionals

Minneapolis, MN

2009 - present

- Responsible for compassionate support of adult daily living such as bathing and grooming, mobility, meal preparation, feeding.
- Provide patients with mental and physical stimulation activities including exercises, playing games, discussing current events, and generally engaging clients in social interaction.
- Provide patients and family members with emotional and social support.
- Clearly and effectively communicate important patient information to medical professionals.

Resident Assistant

Accessible Space Inc.

8/2007 – 11/2008

Responsible for assisting patients with all activities of daily living: bathing, dressing/undressing, skin care, meal preparation, feeding, escorting to medical appointments or social outings, medications, range of motion exercises, household tasks. Document all work performed and identify issues or concerns for follow up.

CNA, Children's Hospital and Clinics Minneapolis MN (Dec 2004 to present)

- Provide patient care and assistance in a timely and efficient manner
- Maintain caring and trusting relationships with patient and family
- Work in teams with nurses; communicate professionally with medical staff
- Responsible for accurate charting of vital signs

Personal Care Assistant

Minneapolis , Minnesota

Universal Home Health Care Agency

September 2009-Present

- Assist clients with daily living activities, exercise, personal grooming and medications
- Complete tasks such as meal preparation, light house cleaning and laundry
- Manage client medical files and medical appointments
- Clearly and effectively communicate important patient information to medical professionals

Personal Care Assistant

06/2007 – 06/2008

Summit Healthcare

Minneapolis, MN

Provided clients with compassionate physical care for daily living activities. Provided assistance with meal preparation, light housekeeping, medication, exercise and medical appointments. Engaged clients in social interaction and provided emotional support. Communicated client status information to family members and medical professionals.

Nursing Assistant

Volunteers of America

October 2005 – November

2009

- Provided personal care for residents on long-term care and sub-acute units, including elderly and rehabilitation patients, as well as patients with mental disabilities.
- Assisted in recovery process including ambulating to the restroom, bathing, dressing, and feeding.
- Responsible for administering medications under the supervision of an RN, checked and charted vital signs and medications daily and record on assignment sheets.
- Learned specialized care techniques for residents with mental disabilities and behavioral issues/concerns.

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Child Care Examples

Child Care Worker

Minneapolis, Minnesota

YWCA of Minneapolis

September 2003-September 2007

- Ensured the basic education, health, safety and happiness of the children both during learning and play
- Assisted the lead teacher in the daily curriculum and activities of the classroom
- Helped the children with feeding, sleeping and toileting
- CPR and First Aid Certified

**Teachers Aide
Kids N Care**

10/2007-04/2008
Mandan, ND

- Supervised a baby room of 5 infants; provided excellent child care
- Monitored after-school participants ensuring their safety
- Closed the facility at the close of the day
- Professionally communicated information to parents regarding their children's daily activities

**Rueben Lindh Family Services
Childcare Assistant**

Minneapolis, MN
Jan 2009 – Aug 2010

Duties: Provide professional and responsible child care to pre-school and school-age children. Plan and organize daily activities. Supervise children and ensure their safety and welfare at all times. Communicate important information to parents. Open and close the center.

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Food Service Examples

McDonalds Restaurant

North Branch, Minnesota

Crew

September 2005 – January 2006

- Prepared food for customers ensuring great quality, taste and visual appeal
- Ensured portion and quality control, and food waste management
- Accurate operation of cash register for order taking and payment—provided outstanding customer service experience

Domino's Pizza – Twin Cities, Minnesota (Multiple Locations)

January 2010 – June 2010

Assistant Manager (promoted from Customer Service Representative)

- ❖ Greeted and welcomed customers, professionally handled phone orders, resolved customer issues and complaints, provided outstanding service.
- ❖ Opened and closed stores. Supervised 1 to 5 staff members in daily operation of the stores. Cash handling experience including register balancing and preparing bank deposits.
- ❖ Responsible for overall appearance and operation of the stores including cleaning, displays, and stock areas.
- ❖ Promoted to Assistant Manager within one month.

Burger King – Woodbury, Minnesota

September 2005 – March 2008

Customer Service Representative

- Entrusted to manage the store in the manager's absence. Opened and closed the store. Supervised 5 to 9 staff members in daily operation of the store.
- Provided outstanding customer service by greeting customers, efficiently handling their orders, thanking them. Accurately completed sales transactions and cash handling.
- Recognized for superior customer service skills by customers, co workers, and supervisors

Aramark Café Minneapolis, MN

2007

Dishwasher

- Provided guests and employees with clean and sanitized utensils, tableware, glassware, and equipment.
- Maintained kitchen to the highest standards of cleanliness at all times.

Brueggers Bagel Bakery Minneapolis, MN

2005

Shift supervisor/Food prep/ Line server

- Promoted to shift supervisor after first month of employment
- Prepared dough for baking bagels following company quality standards.
- Served customers accurately and efficiently -- maintained outstanding customer service attitude.
- Trusted to manage cash register and perform register balancing procedures at closing.

Receptionist and Administrative Assistant Examples

Receptionist

Robbinsdale Clinic, Robbinsdale, MN

2003-2009

- Provided efficient, helpful and friendly reception to diverse population of patients.
- Professionally answered a multitude of phone calls relating to busy family practice clinic – answered questions, provided information, appropriately directed callers.
- Efficiently operated and maintained office equipment (fax, copier, printer, card scanner).
- Maintained cleanliness and orderliness of patient rooms and office areas.

Metropolitan Health Plan

July 2006-present

Receptionist

- Front desk duties including greeting and directing customers.
- Professionally answered incoming phone calls and provided information and directed calls appropriately.
- Performed data entry functions accurately and at a high level of productivity.
- Assisted with registrations while providing a favorable first impression of Metropolitan Health Plan.

Administrative Assistant, Ebenezer Park Apartments

Minneapolis, MN

12/07-04/08

- Provided office support to senior citizens and office managers in a HUD building. Performed clerical tasks including accurate data entry and report preparation.
- Coordinated publication of the monthly newsletter for residents and staff.
- Created new leases and move-in information for new residents. Experienced with recertification process for the section 8 voucher program.
- Processed billing information for residents using a proprietary system (One-site). Provided accurate and complete billing information to the accounting department for review.
- Handled weekly and monthly banking deposits. Trusted to handle large sums. Ensured accuracy of deposits by tallying the information onto deposit reconciliation forms.

Administrative Assistant/Billing Specialist

Romer & Company, PC. Minneapolis, MN

2006-2008

- Managed the front desk in a courteous and professional manner: welcomed clients, answered phones, routed faxes, scheduled appointments
- Utilized Time Slips software to generate weekly bill cycle including data entry, creating draft bills, editing, & completing final bill stages
- Processed Accounts Receivable payments from cash, check, & credit card. Applied payments accurately to client accounts.
- Streamlined general operating procedures, reducing handling time by 50%
- Created front desk manual, clarifying routine procedures

Housekeeping Examples

Children's Hospital and Clinics of Minnesota, ESA (Housekeeping)
Minneapolis, Minnesota

Environmental Services
1999 - 2001

Cleaned offices, patient rooms, hallways and nursing stations. Expertly performed floor care and maintenance throughout facility. Performed trash removal. Cleaned hospital equipment. Stocked supply rooms.

Sunbridge Care Center
Housekeeping

Vallejo, CA

2001-2002

- Cleaned the facility including resident rooms and common areas, trash removal, light replacements, general maintenance including painting and minor repairs
- Restocked supplies in medical supply cabinets throughout the facility

Orchard Hills Nursing Home, Custodian
Pontiac, Michigan

Housekeeping
2002 - 2008

Cleaned patient rooms, cleaned restrooms, emptied wastebaskets and removed trash, vacuumed and mopped floors. Stripped and waxed floors. Cleaned windows. Set up rooms for special events.