

Rhea Crouch

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Enthusiastic worker with a passion for food culture, nutrition, and production. Proven experience in helping customers with orders, complaints, and queries. Highly organized, with experience streamlining the working environment to suit team members and customers. Strong communication skills with fellow employees and potential customers via phone and face to face. Positive attitude when following strict health and safety guidelines.

Key Skills

- Customer service
- Complaint handling
- Use of POS systems
- Outstanding cleanliness of workplace
- Natural salesperson
- Highly organized
- Serving food to patrons

Professional Experience

Soup Kitchen Volunteer

City Kitchen, NY | December 2018

- Prepared ingredients for meals for the homeless in a city soup kitchen
- Kept kitchen area clean, tidy, and organized
- Engaged people visiting the kitchen in conversation, directing them to other support services if needed
- Serving hot and cold meals equally to each visitor
- Kept dining areas hygienic

Customer Service Clerk

Shoez4Cheap, Queens, NY | January 2016 - March 2017

- Improved organization of store shelving by rearranging products
- Influenced store visitors to buy specific shoes during promotional periods
- Resolved customer complaints, returns, and inquiries
- Inspected store floor and maintained outstanding cleanliness in shoe try-on areas
- Consistently attained sales targets and excellent customer satisfaction

Education

Bachelor of Science in Nutrition and Food Studies

NYU, September 2015 - June 2019

Certifications

- Commercial Cooking plus Externship, CULINARY TECH CENTER, 2019