

Jessica Myers

Enthusiastic psychology graduate with 3+ years' experience with children

Bronx, NY 10472

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Efficient college graduate with a degree in psychology with experience collaborating with teammates to create projects that promote club and other club activities, as well as student research. Possesses hands on professional experience in computer skills customer service with strong understanding of troubleshooting. Successful in quickly building skills, self-teaching and acquiring new knowledge. Team-oriented and efficiency-driven with superior work ethic and multitasking abilities.

Authorized to work in the US for any employer

Work Experience

Restaurant Hostess

Ruby Tuesday - Allentown, PA

2019 to Present

Stayed in open communication with kitchen team to assess cooking times, avoid worker overload, minimize customer dissatisfaction.

Evaluate server loads, calculate accurate wait times.

Supervised server balance, monitored table, Guest seating arrangements turnover to accurately seat customers

Take reservations by phone, walk-in, keeping scheduling demands, kitchen output in time to avoid overbooking.

Managed approximately 30 incoming calls per day from customers

Providing a friendly welcome to all guests through Very Good use of Table Management System (TMS).

Present menus and promotional materials, while suggesting specific food, beverages to guest provide children with crayons, menu/coloring sheet.

Monitored dining area to assess server capacity, accurately estimate wait times. Excellent

Student Helpdesk Technician

Cedar Crest College - Allentown, PA

2016 to Present

Performed tasks by using proper tools, materials, methods and safe practices in accordance with industry practices.

Provided troubleshooting techniques in integrating audio/video system test and repaired system circuit boards

Devoted special emphasis to punctuality and Issue worked to maintain outstanding attendance record, resolution/troubleshooting consistently arriving to work ready to start immediately.

Completed average of 20 work orders each week.

Adhered to safety protocols while installing software computer towers and monitors displays and Microsoft Word speakers.

Provide excellent customer service and technical support

Created support documentation that empowered and enabled user community to extend skills, leverage system features and find resolutions to Security and backup tools questions without intervention from support team.

Engaged end users and answered questions via email, phone, website live chat and in forum

Tutor/Mentor

Community Bike works - Allentown, PA
September 2019 to December 2020

Assist in improving the academic progress of students with autism and other disabilities by working directly with youth (one-on-one, or in small groups) and assisting staff in the facilitation of standards-based activities focused on reading, writing, homework help, bike mechanics, safety and art.

Pet Care Volunteer

ASPCA - Allentown, PA
September 2017 to April 2019

Provided animal care, dog walking, cat and dog bathing

- Provide Front Desk clerical support to staff by organizing and filing animal records and answering phones.
- spending time with animals (play time, walking, etc.)
- Demonstrate friendly customer service by answering customer inquiries.
- Perform daily maintenance and keep animals' food, water and linens fresh.
- Provide compassion and care to the animals and apply the shelter's policies to appropriately report injuries or hazards to animals and the public.

Education

Certificate in Crime and Community Mapping in Criminal Justice

Cedar Crest College - Allentown, PA
August 2016 to May 2021

Bachelor of Science in Psychology

Cedar Crest College - Allentown, PA
2016 to May 2021

High school diploma or GED

Mott Hall V High School - Bronx, NY
September 2013 to August 2016

Skills

- Busser (2 years)
- Host (2 years)
- Customer Service (4 years)
- Hostess (2 years)
- Front Desk (4 years)

- Computer Skills (4 years)
- Leadership Training (3 years)
- Organizational Skills (3 years)
- Tutoring (2 years)
- IT support (4 years)
- Windows (4 years)
- Desktop support (4 years)
- Microsoft Windows Server (2 years)
- Software Troubleshooting (4 years)
- Help Desk (4 years)
- Network Support (4 years)
- Research (2 years)
- Proofreading (2 years)
- Data collection (1 year)
- Experience with children (3 years)
- Google Docs (5 years)
- Project management (2 years)
- Experience working with students (2 years)
- Heavy lifting (5 years)
- Restaurant experience (1 year)
- Mac OS (4 years)
- Childcare (2 years)
- Sales (1 year)
- Pet care (3 years)
- Animal care (3 years)
- Remote Access Software (4 years)
- Troubleshooting (4 years)
- Operating Systems (4 years)
- Information Security (4 years)

Languages

- Japanese - Beginner
- English - Expert

Links

<https://www.linkedin.com/in/jessica-myers-643314145/>

Awards

Student Leadership award

August 2020

recognize outstanding student leaders who significantly enhance learning inside and outside the classroom. Honored student leaders demonstrate: a commitment to the values of justice and caring. act from a strong self-concept.

Assessments

Customer focus & orientation — Proficient

March 2021

Responding to customer situations with sensitivity

Full results: [Proficient](#)

Front desk agent (hotel) — Highly Proficient

March 2021

Selecting hotel rooms based on verbal requests and identifying errors in hotel data

Full results: [Highly Proficient](#)

Work style: Conscientiousness — Highly Proficient

May 2021

Tendency to be well-organized, rule-abiding, and hard-working

Full results: [Highly Proficient](#)

Case management & social work — Proficient

May 2021

Determining client needs, providing support resources, and collaborating with clients and multidisciplinary teams

Full results: [Proficient](#)

Verbal communication — Highly Proficient

May 2021

Speaking clearly, correctly, and concisely

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.