

Terri Donald

Available Immediately

Farmerville, LA 71241

tlea715361@gmail.com

+1 318 608 6267

I am very people orientated and love to meet new faces! I have over 10 years cleaning experience as well as retail, sales, farm hand, and a customer service representative. I grew up in the country and I love animals! Horses and cows have always had a place in my heart! Over 20 years experience with livestock and I am willing to learn something new!

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Student

Southern New Hampshire University - New Hampshire

February 2022 to Present

I just started school for my Associates degree in criminal justice.

Farm Hand/Laborer

Halley farms - Farmerville, LA

January 2020 to July 2021

I worked as a farm hand doing general labor as well as watching over twelve chicken houses.

Babysitter/Nanny

Kelli Ker (in home) private - Calhoun, LA

July 2019 to January 2020

My duties include after school care as well as care at home during weekends. I fill in anytime I am needed and tutor when needed. Preparing meals and bedtime come with the job on occasion also.

Server/Waiter/Cashier

Waffle House - West Monroe, LA

March 2018 to July 2019

I would greet customers as they enter the building. I would meet their every need and take the order as I call it back. I would take care of my customers and ensure their experience is the very best. I did also wash and put up all my dishes as well as maintain a clean store.

Customer Service Representative

Energy

March 2015 to July 2015

I was employed as a contractor.

- Provided assistance to clients
- Answered phone and assisted customers with changes

- Scheduled reservations for customers
- Maintained up-to-date knowledge of customer accounts
- Explained products and benefits
- Confirmed payments, refunds, etc.
- Resolved payment and order disputes
- Provided excellent technical support
- Wrote call center scripts

Housekeeper

Terri's Cleaning - West Monroe, LA
February 2010 to March 2015

I was trusted into homes to perform deep cleaning as well as small around the house work.

- Cleaned and maintained restrooms, offices, bedrooms, hallways, stairwells, and kitchen
- Emptied trash
- Changed linens
- Private residence, apartment building, and condo building housekeeper
- Sanitized (area or item|rooms|bathrooms|counters|equipment)
- Served meals
- Washed dishes

Cashier/Sales Associate/Customer Service

S&J Farm&Feed - West Monroe, LA
September 2008 to March 2010

Sales.

Front greeter.

Keep store clean and organized.

Answer phone and transfer calls.

Register.

Education

High school or equivalent

Farmerville High School - Farmerville, LA
August 2015 to June 2017

Skills

- Babysitter
- Child Care
- Babysitting
- Nanny
- Childcare Provider
- Food Safety
- Cooking
- Bookkeeping

- Farming
- Cashiering
- Toddler Care
- Equine Experience
- Tutoring
- Meal Preparation
- Commercial Cleaning
- Animal Care
- Caregiving
- Time Management
- Front Desk
- Serving Experience
- Pet Care
- Autism Experience
- Pet Grooming
- Pet Sitting
- Kennel Experience
- Veterinary Technician Experience
- Veterinary Assistant
- Cash Handling
- Personal Assistant Experience
- Host/Hostess
- Laundry
- Retail Sales
- Animal Restraint
- Animal Handling
- Math
- Computer Operation
- House keeping (10+ years)
- Office experience
- English
- Customer service
- Experience with children

Assessments

Personality: Customer Service Fit — Proficient

August 2019

Assesses personality traits that result in high-quality customer service.

Full results: [Proficient](#)

Retail Customer Service — Highly Proficient

April 2019

Measures a candidate's ability to comprehend and respond appropriately to retail customer needs.

Full results: [Highly Proficient](#)

Accounting Skills: Bookkeeping — Completed

July 2019

Calculating and determining the accuracy of financial data.

Full results: [Completed](#)

Food Safety — Familiar

June 2019

Proper food handling, storage, and equipment use for preventing the spread of foodborne illness.

Full results: [Familiar](#)

Customer Focus & Orientation — Proficient

June 2019

Responding to customer situations with sensitivity.

Full results: [Proficient](#)

Reliability — Completed

March 2019

Measures a candidate's tendency to be dependable and come to work.

Full results: [Completed](#)

Customer Service Skills — Proficient

December 2018

Measures a candidate's skill in evaluating approaches to customer service & satisfaction.

Full results: [Proficient](#)

Retail Customer Service — Highly Proficient

April 2019

Measures a candidate's ability to comprehend and respond appropriately to retail customer needs.

Full results: [Highly Proficient](#)

Supervisory Skills: Motivating & Assessing Employees — Proficient

September 2020

Motivating others to achieve objectives and identifying improvements or corrective actions.

Full results: [Proficient](#)

Automotive Maintenance — Highly Proficient

September 2020

Knowledge of vehicles, vehicle maintenance, and repairs

Full results: [Highly Proficient](#)

Following Directions — Highly Proficient

September 2020

Following multi-step instructions

Full results: [Highly Proficient](#)

Workplace English — Expert

September 2020

Understanding spoken and written English in work situations

Full results: [Expert](#)

Customer Service — Proficient

October 2020

Identifying and resolving common customer issues

Full results: [Proficient](#)

Retail customer service — Proficient

August 2021

Comprehending and responding to retail customer needs

Full results: [Proficient](#)

Sales skills — Familiar

October 2021

Influencing and negotiating with customers

Full results: [Familiar](#)

Work style: Reliability — Highly Proficient

October 2021

Tendency to be reliable, dependable, and act with integrity at work

Full results: [Highly Proficient](#)

Customer focus & orientation — Familiar

October 2021

Responding to customer situations with sensitivity

Full results: [Familiar](#)

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