

KRYSTAL PEREZ

PROFESSIONAL SUMMARY

Hardworking employee with experience in residential and commercial settings. Adept at following instructions, maintaining clean and tidy workspace, and working cooperatively with team members.

WORK HISTORY

OFFICE CLEANER 09/2023 to 09/2024

ABM Industries, Inc, Fort Worth, TX

- Mentored new hires.
- Cleaned desks, office equipment, walls, files, ledges, and countertops by dusting surfaces.
- Used time management and efficient cleaning methods to meet deadlines.
- Sanitized office spaces, bathrooms, and kitchens to maintain hygienic work environment.
- Maintained high standards of cleanliness.
- Assisted in event preparation and cleanup for company meetings, conferences, or celebrations.
- Conducted thorough inspections of offices.

RESTAURANT CASHIER 02/2023 to 06/2024

Braum's Ice Cream and Dairy Stores, Fort Worth, TX

- Collaborated with team members to ensure optimal efficiency during peak dining hours.
- Handled high volume transactions calmly, maintaining composure under pressure.
- Performed end-of-shift duties such as cleaning cashier stations, counting cash drawers, restocking.
- Balanced multiple responsibilities simultaneously, prioritizing tasks according to immediate needs.
- Managed cash drawer accurately, ensuring proper handling of currency and daily reconciliation procedures.

CASHIER 10/2021 to 10/2023

PLS Check Cashing, Fort Worth, TX

- Greeted customers entering store and responded promptly to customer needs.
- Welcomed customers and helped determine their needs.
- Worked flexible schedule and extra shifts to meet business needs.
- Operated cash register for cash, check, and credit card transactions with excellent accuracy levels.
- Maintained a balanced cash drawer, ensuring accurate accounting at the end of each shift.

INSURANCE POLICY CUSTOMER SERVICE AGENT 08/2022 to 09/2023

AI Insurance, Fort Worth, TX

- Delivered exceptional customer service by proactively addressing concerns and fostering a positive experience.
- Maintained accurate records of client communications, transactions, policies, and other documentation.
- Assisted clients in navigating the claims process, ensuring timely resolution of issues.
- Supervised policy renewal process, proactively reaching out to clients well in advance of expiration dates.
- Streamlined policy application processes.

LAUNDRY ATTENDANT 08/2022 to 08/2023**Hilton Garden Inn Hotel**, Fort Worth, TX

- Maintained a clean and organized work environment, ensuring optimal productivity and minimal downtime.
- Set up wash and dry cycles with appropriate settings such as spin speed, temperature, and cleaning agents.
- Collaborated with housekeeping staff to ensure timely delivery of clean linens to guest rooms.
- Managed inventory levels for laundry supplies such as detergents, softeners, and stain removers to prevent shortages or delays in service.

CASHIER/KITCHEN HAND 12/2021 to 11/2022**Medical City Fort Worth Hospital**, Fort Worth, TX

- Performed end-of-shift duties such as cleaning cashier stations, counting cash drawers, restocking supplies as needed.
- Reduced wait times by quickly completing customer orders and coordinating with kitchen staff.
- Maintained strict adherence to food safety regulations, promoting a clean and safe dining environment.
- Assisted in menu knowledge training for new employees, contributing to improved team performance.

ADDITIONAL EXPERIENCE**Texas**

- Warehouse- Managed incoming shipments effectively by inspecting goods for quality control.
- Full Service Housekeeping.
- Tax Preparation - Seasonal work
- Home Health Aide

EDUCATION**O D Wyatt High School**, Fort Worth, TX
High School**Prosperity Employment Outreach** , Midland, TX - 432-226-9987**CERTIFICATIONS**

Food Handler Certification TABC Training to Serve Alcohol Training to Sell Tobacco

SKILLS

- POS systems
- Customer service
- Food safety awareness
- Cleaning and sanitization
- Housekeeping
- Patient care

LANGUAGES

English

Native or Bilingual

Spanish

Native or Bilingual