

# Aaliyah Toney

Memphis, TN 38109

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A highly motivated individual who thrives in an ambiguous and ever-changing environment – someone always up for a challenge and inspiring others to learn and think differently.

Authorized to work in the US for any employer

## Work Experience

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### **Warehouse Worker**

Amazon Warehouse - Memphis, TN

June 2023 to April 2024

Warehouse associate/ Fulfillment worker

### **Food Service Worker**

MEMPHIS ZOOLOGICAL SOCIETY - Memphis, TN

May 2023 to April 2024

Food service worker, cook/ prep, cashier

### **Key Holder/Sales Lead**

Dollar General - Memphis, TN

November 2021 to May 2023

assisting customers when needed, making sure the store is organized, neat and tidy and ensuring the alarm system is working properly

### **Customer Service Representative**

Office Depot - Memphis, TN

February 2022 to April 2023

Greetings customer, moving at a nice pace, and keeping the environment clean.

### **Front Desk Clerk**

Comfort Inn by Choice Hotels - Memphis, TN

February 2021 to January 2023

greeting and welcoming guests, receiving and delivering all incoming and outgoing mail and packages, answering all calls and directing as needed, scheduling meetings, and coordinating office activities.

### **Shift Lead**

The Home Depot - Memphis, TN

March 2021 to November 2022

They interact with customers on a daily basis and help to ensure that they have a positive experience in the store.

**Print Production Specialist**

FedEx Office - Memphis, TN

March 2021 to October 2022

- Operate Digital and Signs & Graphics printers, binding and other auxiliary equipment
- Maintain equipment and supplies, to include cleaning and repairing

**Call Center Agent**

LGS Staffing - Memphis, TN

May 2020 to October 2022

in charge of answering customer calls, listening to their concerns and solving problems.

**Assembly Line Worker**

electrolux - Memphis, TN

September 2018 to August 2021

Building stoves, refrigerators, and microwaves. Also using a power drill

**Cashier**

McDonalds - Memphis, TN

April 2017 to November 2018

Greeting the customers, keeping the environment around me clean, and moving at a nice paste.

**Assistant Store Manager**

Dollar General - Memphis, TN

March 2015 to September 2017

works with the store manager to organize, plan and implement strategies.

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**Education****High school diploma**

Memphis, TN

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**Skills**

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- Teacher coaching
- Food safety (5 years)
- Behavior Management
- Meeting Facilitation
- Math
- Sports Coaching
- Public Speaking
- Mentoring
- Curriculum Development
- Classroom Management
- Case Management

- Writing Skills (5 years)
- Human Resources (4 years)
- Autism Experience
- Program Development
- Social Work
- Special Education
- Assistant Manager Experience (3 years)
- Employee evaluation
- Patient monitoring
- Typing
- Windows
- Developmental Disabilities Experience
- Presentation Skills
- Applied Behavior Analysis
- Organizational Skills
- Research
- Behavioral Therapy
- Administrative Experience
- Management
- Hotel experience
- English
- Experience with Children
- Behavioral Health
- Individual / Group Counseling
- Warehouse distribution
- Tutoring
- Restaurant experience
- Cooking
- Payroll
- Childcare
- Inside sales
- Lead generation
- Filing
- Documentation review
- Guest relations
- Guest services
- Warehouse management system
- Data collection
- Microsoft Access
- Program Management

- Group Therapy
- Mental Health Counseling
- Crisis Intervention
- Manufacturing
- Planograms
- Basketball
- Hospitality
- Outside sales
- iOS
- Mac OS
- Analysis skills
- Profit & loss
- Bilingual
- QuickBooks
- Janitorial experience
- Fraud
- ServiceNow
- Negotiation
- Social media management
- Marketing
- Customer service
- Sales
- Upselling
- Data entry
- Communication skills
- First aid
- Conflict management
- Typing
- Grocery store
- Time management
- Events management
- Microsoft Office
- Customer support
- Heavy lifting

## Certifications and Licenses

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### **Food Handler Certification**

### **Guard Card**

**BLS Certification**

**Armed Security License**

**CPR Certification**

**ServSafe**

## Assessments

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### **Cooking skills: Basic food preparation — Proficient**

February 2022

Preparing food, using cooking equipment, and converting ingredient measurements

Full results: [Proficient](#)

### **Cleaner fit — Proficient**

February 2022

Measures the traits that are important for successful cleaners

Full results: [Proficient](#)

### **Retail customer service — Proficient**

January 2022

Responding to customer situations in a retail setting

Full results: [Proficient](#)

### **Management & leadership skills: Impact & influence — Completed**

March 2022

Choosing the most effective strategy to inspire and influence others to meet business objectives

Full results: [Completed](#)

### **Work style: Reliability — Proficient**

October 2021

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

Full results: [Proficient](#)

### **Workplace safety — Proficient**

January 2021

Using safe practices at work

Full results: [Proficient](#)

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